

# Exhibit T

	A	B	C	D	E	F	G
1	ElectionPeriod	IncidentID	CallDate	CallType	ServiceCode	PrecinctID	Issue_Question
2	5722	165080	4/20/2022 8:12	Public Information Request	3	EMAIL	Public Information Request
3	5722	165081	4/20/2022 8:14	Registration Other	3	EMAIL	Voter Registration
4	5722	165082	4/20/2022 8:19	Other	3	GENERAL	VBM-General
5	5722	165083	4/20/2022 8:20	Status of Ballot	3	GENERAL	VBM-Ballots
6	5722	165085	4/20/2022 8:29	Stamps & Mailing Instructions	3	GENERAL	VBM-Ballots
7	5722	165086	4/20/2022 8:35	Status of Ballot	3	GENERAL	VBM-Ballots
8	5722	165087	4/20/2022 8:55	Employment Status	3	GENERAL	JC-Employment
9	5722	165088	4/20/2022 9:06	Call Transferred to Department	3	GENERAL	Transfer
10	5722	165089	4/20/2022 9:06	Letter Received from BBM Department	3	GENERAL	VBM-General
11	5722	165090	4/20/2022 9:10	Rare or Miscellaneous Issue	3	GENERAL	Other
12	5722	165091	4/20/2022 9:12	Status of Ballot	3	GENERAL	VBM-Ballots
13	5722	165092	4/20/2022 9:12	Request General Application	3	GENERAL	VBM-Apps
14	5722	165093	4/20/2022 9:16	Status of Ballot	3	GENERAL	VBM-Ballots
15	5722	165094	4/20/2022 9:18	Registration Other	3	GENERAL	Voter Registration
16	5722	165095	4/20/2022 9:37	Call Transferred to Person	3	GENERAL	Transfer
17	5722	165096	4/20/2022 9:38	Other	3	GENERAL	Voting Related Issues
18	5722	165097	4/20/2022 9:46	Call Transferred to Department	3	GENERAL	Transfer
19	5722	165098	4/20/2022 9:46	Next Training Date	3	GENERAL	JC-Training
20	5722	165099	4/20/2022 9:49	Registration Status	3	GENERAL	Voter Registration
21	5722	165100	4/20/2022 10:00	Registration Status	3	GENERAL	Voter Registration
22	5722	165101	4/20/2022 10:09	Status of Ballot	3	GENERAL	VBM-Ballots
23	5722	165102	4/20/2022 10:09	Rare or Miscellaneous Issue	3	GENERAL	Other
24	5722	165103	4/20/2022 10:11	Status of Ballot	3	GENERAL	VBM-Ballots
25	5722	165104	4/20/2022 10:17	Sample Ballot	3	EMAIL	Voting Related Issues
26	5722	165105	4/20/2022 10:18	Registration Status	3	GENERAL	Voter Registration
27	5722	165106	4/20/2022 10:18	Application Correction	3	GENERAL	VBM-Apps
28	5722	165107	4/20/2022 10:31	Public Information Request	3	EMAIL	Public Information Request
29	5722	165108	4/20/2022 11:02	Rare or Miscellaneous Issue	3	GENERAL	Other
30	5722	165109	4/20/2022 11:03	Request General Application	3	GENERAL	VBM-Apps
31	5722	165110	4/20/2022 11:04	Call Transferred to Person	3	GENERAL	Transfer
32	5722	165111	4/20/2022 11:05	Call Transferred to Person	3	GENERAL	Transfer
33	5722	165112	4/20/2022 11:08	Call Transferred to Person	3	GENERAL	Transfer
34	5722	165113	4/20/2022 11:12	Next Training Date	3	GENERAL	JC-Training
35	5722	165114	4/20/2022 11:12	Registration Other	3	GENERAL	Voter Registration
36	5722	165115	4/20/2022 11:13	Call Transferred to Person	3	GENERAL	Transfer



	H	I	J	K	L	M
1	Department	IncidentStatus	UserID	UserName	CreateDate	LastUpdate
2	General Call Center	Resolved	cc115	Katherine Rivas	4/20/2022 8:12	4/20/2022 8:13
3	General Call Center	Resolved	cc115	Katherine Rivas	4/20/2022 8:14	4/20/2022 8:16
4	General Call Center	Resolved	cc968	Available Available	4/20/2022 8:19	4/20/2022 9:36
5	Ballot By Mail	Resolved	cc930	Martha Tran-Le	4/20/2022 8:20	4/20/2022 8:24
6	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 8:29	4/20/2022 8:30
7	General Call Center	Resolved	cc924	Available Available	4/20/2022 8:35	4/20/2022 8:37
8	General Call Center	Resolved	cc930	Martha Tran-Le	4/20/2022 8:55	4/20/2022 8:59
9	General Call Center	Resolved	cc115	Katherine Rivas	4/20/2022 9:06	4/20/2022 9:07
10	Ballot By Mail	Resolved	cc930	Martha Tran-Le	4/20/2022 9:06	4/20/2022 9:08
11	General Call Center	Resolved	cc924	Available Available	4/20/2022 9:10	4/20/2022 9:11
12	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 9:12	4/20/2022 9:14
13	General Call Center	Resolved	cc101	Angela Washington	4/20/2022 9:12	4/20/2022 11:14
14	General Call Center	Resolved	cc924	Available Available	4/20/2022 9:16	4/20/2022 9:17
15	Voter Registration	Resolved	cc930	Martha Tran-Le	4/20/2022 9:18	4/20/2022 9:19
16	General Call Center	Resolved	cc115	Katherine Rivas	4/20/2022 9:37	4/20/2022 9:38
17	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 9:38	4/20/2022 9:41
18	General Call Center	Resolved	cc115	Katherine Rivas	4/20/2022 9:46	4/20/2022 9:46
19	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 9:46	4/20/2022 9:48
20	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 9:49	4/20/2022 9:53
21	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 10:00	4/20/2022 10:01
22	Ballot By Mail	Resolved	cc968	Available Available	4/20/2022 10:09	4/20/2022 10:17
23	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 10:09	4/20/2022 10:12
24	General Call Center	Resolved	cc924	Available Available	4/20/2022 10:11	4/20/2022 10:11
25	General Call Center	Resolved	cc102	Morgan Polk	4/20/2022 10:17	4/20/2022 10:20
26	General Call Center	Resolved	cc924	Available Available	4/20/2022 10:18	4/20/2022 10:19
27	General Call Center	Resolved	cc930	Martha Tran-Le	4/20/2022 10:18	4/20/2022 10:26
28	General Call Center	Resolved	cc102	Morgan Polk	4/20/2022 10:31	4/20/2022 12:05
29	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 11:02	4/20/2022 11:03
30	General Call Center	Resolved	cc968	Available Available	4/20/2022 11:03	4/20/2022 11:15
31	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 11:04	4/20/2022 11:08
32	General Call Center	Resolved	cc924	Available Available	4/20/2022 11:05	4/20/2022 11:06
33	General Call Center	Resolved	cc924	Available Available	4/20/2022 11:08	4/20/2022 11:09
34	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 11:12	4/20/2022 11:24
35	Voter Registration	Resolved	cc903	Priscilla Kirkwood	4/20/2022 11:12	4/20/2022 11:14
36	General Call Center	Resolved	cc924	Available Available	4/20/2022 11:13	4/20/2022 11:15

	N
1	Description
2	forward email to public request and CC America and Nayda
3	Forward to Public Request and CC america and Nayda
4	Caller said he and his wife will be out of town during election times, wanted to know if he was able to early vote.
5	Checked the ballot status on Vemacs for caller. It was being returned to her. Transferred to BBM for further explanation.
6	Caller need assistance with mailing VBM ballot
7	Wanted to know why she got a voice mail that her ballot was incorrect. Informed her that is was incorrect and that is was redelivered to her.
8	Caller already applied to working for EV, asked about her employment status. Transferred her to Recruitment team.
9	caller made a mistake on his enev. and forgot to put his social , Was requesting a new one. celeste took the call
10	Caller received a letter of rejection her bbm, transferred to BBM.
11	Was calling back from a call she missed but did not know who called her. Hung up before she could finish telling me.
12	Caller checking to see if Ballot was received///Advised caller to call back in a few days to see if ballot is in the system
13	Caller had questions about her ballot..I was able to help\n -- jbruce 4/20/2022 11:14 AM
14	Wanted to know for sure that her ballot was cancelled.
15	Caller asked when she will have her new VRC. Transferred to VR Help desk.
16	caller wanted to speak to Jennifer. Jennifer took the call
17	Caller wanted to to speak with someone concerning questions about a voting manual he was reading. Caller phone was going in and out.///Caller disconnected line
18	wanted a new v card. He never received his vr card in the mail
19	Provided call with address to Training on Campbell Rd for EV training
20	Caller wanted to know if she could get a VR card today///Caller says she is not a registered voter///Advised caller she would have to register to vote and a card will be mailed to her.
21	Caller transferred to VR to request VR card
22	Doris called in to check on status of ballot by mail. went ahead and transferred her to BBM, assisted by Celeste.
23	caller wanted to know if Isabel is still Election Administrator.//Advised call yes she is currently she the Administrator.
24	Wanted to know if we received her ballot yet.
25	forwarded email to du ha cc America and Nayda
26	Caller was going to pick up voting registration cards at Spring Branch. Informed her to contact the Voter Registration office.
27	Caller asked about her BBM update application. She hung up while I was trying to contact to BBM dept. for her. -- CC930 4/20/2022 10:26 AM
28	emailed voter information sheet
29	Caller was returning a call but didn't have any idea who may have called her
30	Caller requested an APP for BBM for her and her husband. Went ahead and sent that in. She said we made her day.
31	Caller is returning a call///Caller is a EV worker///Caller states she had been communicating with Johnathan Allen///Transferred to him
32	Was returning a call for Mr. Callendar about early voting but said she will call back later and hung up.
33	Wanted to speak with Ms. Foreman and transferred the call to her.
34	Caller is interested in working EV at Kashmere location. She was requesting to speak with Christina Ortiz. Transferred to VM//will send email with contact info
35	James said he and his wife need updated VR cards, transferred to VR, Nina took the call.
36	Wanted to speak with Ms. Ortiz, transferred to Ms. Harris per Ms. Ortiz request.

	O	P	Q	R
1	CallerName	CallerPhone	CallerLanguage	CallerEmail
2	Guadalupe Ramirez		English	
3	Melissa Campion		English	
4	stewart shappiro		English	
5			English	
6	Carrie Edwards		English	
7	Aliza Circle		English	
8			English	
9	williamcarson		English	
10			English	
11	Linda Kerl		English	
12	James Hamilton		English	
13	Altha Holden		English	
14	Janet Manchee		English	
15			English	
16	Ron Jackson		English	
17			English	
18	soto joshua		English	
19	Shawn Gibson		English	
20			English	
21	Terrance Copes		English	
22	Doris Cameron		English	
23	mytle canada		English	
24	Rosalind Young		English	
25				
26			English	
27			English	
28				
29			English	
30	Dorothy Escott		English	
31	Velma Carter		English	
32	Wand White		English	
33	Neandra Boyd		English	
34	Phylis Beasley		English	
35	James Netherthon		English	
36	Katrina Ivory		English	



	A	B	C	D	E	F	G
37	5722	165116	4/20/2022 11:15	Rare or Miscellaneous Issue	3	GENERAL	Other
38	5722	165117	4/20/2022 11:16	Rare or Miscellaneous Issue	3	GENERAL	Other
39	5722	165118	4/20/2022 11:22	Call Transferred to Department	3	GENERAL	Transfer
40	5722	165119	4/20/2022 11:25	Call Transferred to Person	3	GENERAL	Transfer
41	5722	165120	4/20/2022 11:26	Status of Application	3	GENERAL	VBM-Apps
42	5722	165122	4/20/2022 11:37	Application Status	3	GENERAL	JC-Employment
43	5722	165123	4/20/2022 11:39	Sample Ballot	3	GENERAL	Voting Related Issues
44	5722	165124	4/20/2022 11:39	Call Transferred to Department	3	GENERAL	Transfer
45	5722	165125	4/20/2022 11:41	Other	3	GENERAL	Voting Related Issues
46	5722	165126	4/20/2022 11:43	Training Follow Up Question	3	GENERAL	JC-Training
47	5722	165127	4/20/2022 11:46	Status of Ballot	3	GENERAL	VBM-Ballots
48	5722	165128	4/20/2022 12:00	Training Follow Up Question	3	GENERAL	JC-Training
49	5722	165129	4/20/2022 12:10	Instructions on Completing Ballot	3	GENERAL	VBM-Ballots
50	5722	165130	4/20/2022 12:27	Application Status	3	GENERAL	JC-Employment
51	5722	165131	4/20/2022 12:28	Zoom Link for Training	3	GENERAL	JC-Training
52	5722	165132	4/20/2022 12:29	Registration Other	3	GENERAL	Voter Registration
53	5722	165133	4/20/2022 12:37	Other	3	GENERAL	Voting Related Issues
54	5722	165134	4/20/2022 12:37	Registration Status	3	GENERAL	Voter Registration
55	5722	165135	4/20/2022 12:45	Rare or Miscellaneous Issue	3	GENERAL	Other
56	5722	165136	4/20/2022 12:46	General ADA Voting Question	3	GENERAL	ADA-General
57	5722	165137	4/20/2022 12:53	Call Transferred to Person	3	GENERAL	Transfer
58	5722	165138	4/20/2022 12:55	Status of Ballot	3	GENERAL	VBM-Ballots
59	5722	165139	4/20/2022 12:58	Rare or Miscellaneous Issue	3	GENERAL	Other
60	5722	165140	4/20/2022 13:04	Registration Status	3	GENERAL	Voter Registration
61	5722	165141	4/20/2022 13:08	Call Transferred to Department	3	GENERAL	Transfer
62	5722	165142	4/20/2022 13:16	Registration Status	3	GENERAL	Voter Registration
63	5722	165143	4/20/2022 13:21	Registration Other	3	GENERAL	Voter Registration
64	5722	165145	4/20/2022 13:24	Instructions on Completing Ballot	3	GENERAL	VBM-Ballots
65	5722	165146	4/20/2022 13:26	Registration Other	3	GENERAL	Voter Registration
66	5722	165147	4/20/2022 13:31	Request for EA Longoria Statement or Presence	3	EMAIL	MO-Media & Outreach
67	5722	165148	4/20/2022 13:32	Instructions on Completing Application	3	GENERAL	VBM-Apps
68	5722	165149	4/20/2022 13:37	Rare or Miscellaneous Issue	3	EMAIL	Other
69	5722	165150	4/20/2022 13:44	Instructions on Completing Ballot	3	GENERAL	VBM-Ballots

	H	I	J	K	L	M
37	General Call Center	Resolved	cc968	Available Available	4/20/2022 11:15	4/20/2022 11:16
38	General Call Center	Resolved	cc968	Available Available	4/20/2022 11:16	4/20/2022 12:46
39	Judge Line	Resolved	cc903	Priscilla Kirkwood	4/20/2022 11:22	4/20/2022 11:23
40	General Call Center	Resolved	cc903	Priscilla Kirkwood	4/20/2022 11:25	4/20/2022 11:28
41	General Call Center	Resolved	cc924	Available Available	4/20/2022 11:26	4/20/2022 11:27
42	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 11:37	4/20/2022 11:40
43	General Call Center	Resolved	cc924	Available Available	4/20/2022 11:39	4/20/2022 11:39
44	Judge Line	Resolved	cc903	Priscilla Kirkwood	4/20/2022 11:39	4/20/2022 11:40
45	General Call Center	Resolved	cc903	Priscilla Kirkwood	4/20/2022 11:41	4/20/2022 11:56
46	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 11:43	4/20/2022 11:45
47	Ballot By Mail	Resolved	cc923	Michelle Champagne	4/20/2022 11:46	4/20/2022 11:51
48	Judge Line	Resolved	cc903	Priscilla Kirkwood	4/20/2022 12:00	4/20/2022 12:02
49	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 12:10	4/20/2022 12:17
50	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 12:27	4/20/2022 12:29
51	Judge Line	Resolved	cc903	Priscilla Kirkwood	4/20/2022 12:28	4/20/2022 12:28
52	Voter Registration	Resolved	cc903	Priscilla Kirkwood	4/20/2022 12:29	4/20/2022 12:31
53	General Call Center	Resolved	cc924	Available Available	4/20/2022 12:37	4/20/2022 12:38
54	Voter Registration	Resolved	cc930	Martha Tran-Le	4/20/2022 12:37	4/20/2022 12:41
55	General Call Center	Resolved	cc930	Martha Tran-Le	4/20/2022 12:45	4/20/2022 12:46
56	ADA	Resolved	cc968	Available Available	4/20/2022 12:46	4/20/2022 13:08
57	Ballot By Mail	Resolved	cc903	Priscilla Kirkwood	4/20/2022 12:53	4/20/2022 12:54
58	General Call Center	Resolved	cc903	Priscilla Kirkwood	4/20/2022 12:55	4/20/2022 12:58
59	General Call Center	Resolved	cc924	Available Available	4/20/2022 12:58	4/20/2022 12:59
60	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 13:04	4/20/2022 13:05
61	Judge Line	Resolved	cc968	Available Available	4/20/2022 13:08	4/20/2022 13:24
62	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 13:16	4/20/2022 13:19
63	General Call Center	Resolved	cc924	Available Available	4/20/2022 13:21	4/20/2022 13:23
64	General Call Center	Resolved	cc968	Available Available	4/20/2022 13:24	4/20/2022 13:25
65	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 13:26	4/20/2022 13:28
66	General Call Center	Resolved	cc102	Morgan Polk	4/20/2022 13:31	4/20/2022 13:36
67	General Call Center	Resolved	cc924	Available Available	4/20/2022 13:32	4/20/2022 13:33
68	General Call Center	Resolved	cc102	Morgan Polk	4/20/2022 13:37	4/20/2022 13:47
69	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 13:44	4/20/2022 13:53

	N
37	Caller called to speak to Ms. Ortiz, went ahead and answered her question for her.
38	Caller had questions concerning Poll monitoring, transferred the call to Duha, no answer, will leave email.
39	Deborah said she was speaking to someone about working EV and the line got disconnected and she couldn't remember , transferred to 1617, recruitment line.
40	Ms. Dean asking to speak to Angel in recruitment, transferred successfully.
41	Wanted to know why her application was not accepted. Transferred to BBM for further assistance.
42	Caller was PJ in EV for March 1 Primary, calling with someone wo want to work EV///Transferred to EV Recruitment
43	Caller wanted to know what proposition 1 meant.
44	Caller wants to see if they are still hiring for EV, transferred to 1617, recruitment line.
45	Ashley from City of DeerPark , who is a secretary, and wanted to know a good number to call just in case they have questions on ED for May 7th , she had the 6965 number and also wanted to know if the system was updated just in case they had to look someone up, called Du-Ha , no answer, called Patricia and she said Sara would be the person, called Sara Garcia, and she said she will speak to her.
46	Caller completed zoom but wasn't able to complete timesheet for training.
47	Caller says she hasn't received ballot///transferred to VBM for further assistance(Celeste)
48	Carmen said she has a question about training , needed number to training building . transferred to 1617, recruitment line.
49	Caller needed assistance with VBM application
50	Caller returning a call regarding working EV///Transferred to EV Recruitment
51	Caller needed training link. transferred to 1617
52	Caller wanted to know the process of becoming a VDVR, transferred to Idon successfully.
53	Caller wanted to know information for early voting in June. Informed her that there is not election but wanted to speak with someone and referred them to the Early Voting Team.
54	Caller asked when she will receive her new VRC. Transferred to Nina, VR Help desk.
55	Caller wants to know when the June election will be held. Answered.
56	Caller had question for her parents that will be overseas during run-off elections, transferred her to Cody for further assistance.
57	Airy wanted to speak to Shimeika in recruitment , transferred successfully.
58	Caller wanted to know when they Mail in ballots for run off will be mailed, informed her they started mailing them this week.
59	Caller wanted to speak to someone Vietnamese and after being placed on hold to be transferred to a translator they hung up.
60	Caller never received VR card//Transferred to VR
61	Caller wanted to be put on waiting list for volunteer, transferred her to the recruitment department.
62	Caller checking to see if his VR is active and also states he never received a card///Transferred to VR
63	Caller wanted another registration card, transferred to Vote Registration for further assistance.
64	Caller needed clarification on what is a VUID #.
65	Caller changed address with VR and still received VR card with old address. Transferred to VR
66	forwarded email to Ramy Leah and Nadia and cc America and Nayda.
67	Caller wanted to know where the address is to return the application.
68	forwarded email to county clerk and cc America and Nadya .
69	caller received 3 VBM Ballots but only 1 from Harris County Election Administration///Advised caller the other 2 ballots I couldn't advise him on because they were not sent from us///Caller never received VR card ///Transferred to VR



	O	P	Q	R
37	Phylips		English	
38	Tom Alvarez		English	
39	Deborah Williams		English	
40	Aldregtta Dean		English	
41	Genesis Sanchez		English	
42	Patina Ganther		English	
43			English	
44			English	
45	Ashley		English	
46	John Durrenberger		English	
47	Genesis		English	
48	Carmen Rodriguez		English	
49	Patricia Koterias		English	
50	Rosa Macias		English	
51			English	
52			English	
53			English	
54				
55			English	
56	Yvette Pintar		English	
57	Airy Hatton		English	
58			English	
59			English	
60	Alexandria Sabaj		English	
61	Eyesha		English	
62	Edward Zonenberg		English	
63			English	
64	albarran Christo		English	
65	Peter Johnson		English	
66				
67			English	
68				
69	Franklin Stockton		English	

	A	B	C	D	E	F	G
70	5722	165151	4/20/2022 13:44	Call Transferred to Department	3	GENERAL	Transfer
71	5722	165152	4/20/2022 13:45	Call Transferred to Department	3	GENERAL	Transfer
72	5722	165153	4/20/2022 13:48	Other	3	GENERAL	VBM-General
73	5722	165154	4/20/2022 13:54	Letter Received from BBM Department	3	GENERAL	VBM-General
74	5722	165155	4/20/2022 13:56	Rare or Miscellaneous Issue	3	EMAIL	Other
75	5722	165156	4/20/2022 14:07	Registration Other	3	GENERAL	Voter Registration
76	5722	165157	4/20/2022 14:09	Request General Application	3	GENERAL	VBM-Apps
77	5722	165158	4/20/2022 14:10	Status of Ballot	3	GENERAL	VBM-Ballots
78	5722	165159	4/20/2022 14:20	Voting Hours	3	GENERAL	Voting Related Issues
79	5722	165160	4/20/2022 14:21	Status of Ballot	3	GENERAL	VBM-Ballots
80	5722	165161	4/20/2022 14:22	Call Transferred to Person	3	GENERAL	Transfer
81	5722	165162	4/20/2022 14:25	Request General Application	3	GENERAL	VBM-Apps
82	5722	165163	4/20/2022 14:31	Location Assigned To	3	GENERAL	JC-Employment
83	5722	165164	4/20/2022 14:34	Voting Hours	3	GENERAL	Voting Related Issues
84	5722	165165	4/20/2022 14:35	Sample Ballot	3	GENERAL	Voting Related Issues
85	5722	165166	4/20/2022 14:35	Employment Status	3	GENERAL	JC-Employment
86	5722	165167	4/20/2022 14:39	Registration Status	3	GENERAL	Voter Registration
87	5722	165168	4/20/2022 14:40	Public Information Request	3	GENERAL	Public Information Request
88	5722	165169	4/20/2022 14:41	Other	3	GENERAL	Voting Related Issues
89	5722	165170	4/20/2022 14:42	Call Transferred to Person	3	GENERAL	Transfer
90	5722	165171	4/20/2022 14:49	Other	3	GENERAL	VBM-General
91	5722	165172	4/20/2022 14:56	Call Transferred to Person	3	GENERAL	Transfer
92	5722	165173	4/20/2022 15:02	Call Transferred to Department	3	GENERAL	Transfer
93	5722	165174	4/20/2022 15:04	Request General Application	3	GENERAL	VBM-Apps
94	5722	165175	4/20/2022 15:04	Registration Other	3	GENERAL	Voter Registration
95	5722	165176	4/20/2022 15:10	Disconnected / Hung Up	3	GENERAL	Error
96	5722	165177	4/20/2022 15:11	Stamps & Mailing Instructions	3	GENERAL	VBM-Ballots
97	5722	165178	4/20/2022 15:13	Registration Other	3	GENERAL	Voter Registration
98	5722	165179	4/20/2022 15:21	Request for Materials or Representative at Event	3	GENERAL	MO-Media & Outreach
99	5722	165180	4/20/2022 15:21	Other	3	GENERAL	Voting Related Issues
100	5722	165182	4/20/2022 15:28	Registration Other	3	GENERAL	Voter Registration
101	5722	165183	4/20/2022 15:34	Rare or Miscellaneous Issue	3	GENERAL	Other
102	5722	165185	4/20/2022 15:49	Other	3	GENERAL	Voting Related Issues
103	5722	165186	4/20/2022 16:19	Call Transferred to Person	3	GENERAL	Transfer
104	5722	165187	4/20/2022 16:28	Status of Ballot	3	GENERAL	VBM-Ballots

	H	I	J	K	L	M
70	General Call Center	Resolved	cc924	Available Available	4/20/2022 13:44	4/20/2022 13:46
71	Judge Line	Resolved	cc968	Available Available	4/20/2022 13:45	4/20/2022 13:48
72	General Call Center	Resolved	cc968	Available Available	4/20/2022 13:48	4/20/2022 15:22
73	Ballot By Mail	Resolved	cc930	Martha Tran-Le	4/20/2022 13:54	4/20/2022 14:00
74	General Call Center	Resolved	cc102	Morgan Polk	4/20/2022 13:56	4/20/2022 14:05
75	Voter Registration	Resolved	cc903	Priscilla Kirkwood	4/20/2022 14:07	4/20/2022 14:13
76	General Call Center	Resolved	cc930	Martha Tran-Le	4/20/2022 14:09	4/20/2022 14:09
77	Ballot By Mail	Resolved	cc930	Martha Tran-Le	4/20/2022 14:10	4/20/2022 14:32
78	Judge Line	Resolved	cc903	Priscilla Kirkwood	4/20/2022 14:20	4/20/2022 14:28
79	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 14:21	4/20/2022 14:23
80	General Call Center	Resolved	cc924	Available Available	4/20/2022 14:22	4/20/2022 14:24
81	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 14:25	4/20/2022 14:26
82	General Call Center	Resolved	cc924	Available Available	4/20/2022 14:31	4/20/2022 14:34
83	Judge Line	Resolved	cc903	Priscilla Kirkwood	4/20/2022 14:34	4/20/2022 14:40
84	General Call Center	Resolved	cc924	Available Available	4/20/2022 14:35	4/20/2022 14:37
85	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 14:35	4/20/2022 14:39
86	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 14:39	4/20/2022 14:40
87	General Call Center	Resolved	cc903	Priscilla Kirkwood	4/20/2022 14:40	4/20/2022 14:41
88	General Call Center	Resolved	cc930	Martha Tran-Le	4/20/2022 14:41	4/20/2022 14:47
89	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 14:42	4/20/2022 14:43
90	Ballot By Mail	Resolved	cc903	Priscilla Kirkwood	4/20/2022 14:49	4/20/2022 14:51
91	General Call Center	Resolved	cc924	Available Available	4/20/2022 14:56	4/20/2022 14:57
92	General Call Center	Resolved	cc102	Morgan Polk	4/20/2022 15:02	4/20/2022 15:03
93	General Call Center	Resolved	cc102	Morgan Polk	4/20/2022 15:04	4/20/2022 15:08
94	General Call Center	Resolved	cc924	Available Available	4/20/2022 15:04	4/20/2022 15:05
95	General Call Center	Resolved	cc924	Available Available	4/20/2022 15:10	4/20/2022 15:10
96	Ballot By Mail	Resolved	cc930	Martha Tran-Le	4/20/2022 15:11	4/20/2022 15:13
97	Voter Registration	Resolved	cc930	Martha Tran-Le	4/20/2022 15:13	4/20/2022 16:26
98	General Call Center	Resolved	cc102	Morgan Polk	4/20/2022 15:21	4/20/2022 15:37
99	General Call Center	Resolved	cc924	Available Available	4/20/2022 15:21	4/20/2022 15:22
100	Voter Registration	Resolved	cc903	Priscilla Kirkwood	4/20/2022 15:28	4/20/2022 15:34
101	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 15:34	4/20/2022 15:35
102	General Call Center	Resolved	cc924	Available Available	4/20/2022 15:49	4/20/2022 15:50
103	General Call Center	Resolved	cc924	Available Available	4/20/2022 16:19	4/20/2022 16:20
104	General Call Center	Resolved	cc923	Michelle Champagne	4/20/2022 16:28	4/20/2022 16:39

	N
70	Caller wanted to be transferred to Early Voting Recruitment Team since she forgot to select 01.
71	Caller needed info on polling locations for Aldine ISD, transferred her to locations team.
72	Caller missed a call from Ms. Danielle and I gave her info on how to contact her for recruitment.
73	Caller received letter of rejection his ballot. Transferred to BBM.
74	forward email to county administration and cc America and Nayda
75	Karen says she and her husband has not received their new VR cards, transferred to VR, Keyshaunda took the call.
76	Called out for a Vietnamese voter and made request BM Application per Ms. Du Ha request.
77	Caller has not received yet her ballot. Transferred to VBM, Ms. Celeres for her assistance.
78	EllaMees said a PJ told her the polls open 9-5, and I informed her 7-7 and she wanted to speak to somebody, transferred to 1617, recruitment line.
79	Caller checking to see VBM Ballots of runoff primary will be sent///Advised caller the process of sending them has starting and she will receive ballot soon
80	She is from the Secretary of State and wanted to speak with Ms. Longoria, transferred to Ramy for assistance.
81	Caller requesting VBM application
82	Caller wanted to know why they told her a different time for early voting and why she can't work in another district. Informed her to contact her recruiter but did not want to talk to Ms. Nichols so provided the Early Voting Team number.
83	Caller EllaMees called back and said she never got to a recruiter, transferred to 1617, Christine took the call.
84	Wanted to know if the May 7th and May 24th elections was going to be separate or together.
85	Caller needed to know who and where to send acceptance letter to work EV///Transferred to Katrina Harris
86	Caller hasn't received VR card///Transferred to VR
87	Jeffery said he wants to know where he can get information on past candidates, transferred to Patricia.
88	Informed to caller about the difference of May 7 and May 24 Election.
89	Caller asked to speak to Craig Avery directly///transferred
90	Sharon said she received a mail in ballot envelope but no ballot inside the envelope, transferred to BBM, Laurie took the call.
91	Wanted to speak with Ms. Harris and transferred it to her.
92	caller needed to be transferred to recruitment .
93	caller requested a BBM application
94	Caller has not received their registration card yet, informed them to contact Voter Registration for a replacement.
95	Introduced myself and the call hung up.
96	Caller put his ballot on the carrier envelope instead of the ballot envelope. Transferred to Celeres for help.
97	Caller said she called several times to ask when she will receive her new VRC. Transferred VR Help desk.
98	Mr. Thomas called to see if we could assist him with setting up a voter registration event . I called outreach and Gabrielle Cruz assisted
99	Caller wanted to know what elections are up next with dates.
100	Mr. Allan said his grandson was registered in Harris county and went to college in Austin and filled out an registration application in Travis County, and forgot he was registered in HC , and wants to stay registered in HC, and wants to know what his Grandson can do, transferred to VR, Nina took the call.
101	caller trying to find a precinct with just an address///Caller figured it out herself
102	Caller wanted to know what the propositions meant.
103	Asked to speak with Maggie because her contact information is incorrect for the polling location. Transferred the call to her.
104	Caller checking to see if he will receive VBM for November

	O	P	Q	R
70			English	
71	Lori Grymes		English	
72	Diana Rekemeyer		English	
73			English	
74				
75	Karen Harms		English	
76			Vietnamese	
77			English	
78	EllaMees Moo		English	
79	Karen harms		English	
80	Maria		English	
81	Ella Hill		English	
82			English	
83			English	
84	Kelly Peterson		English	
85	Tyrena Holley		English	
86	Kojo Gyasi		English	
87	Jeffery Seelbac		English	
88			English	
89	Lisa Wilkerson-Smith		English	
90	Sharon Ryberg		English	
91	Katrina Ivory		English	
92				
93				
94			English	
95			English	
96			English	
97			English	
98				
99			English	
100	Allan Jamail		English	
101	Trisha		English	
102			English	
103	Christina Zatopek		English	
104	Ronald Reed		English	



	A	B	C	D	E	F	G
6666	622	173548	6/8/2022 15:55	Request General Application	3	GENERAL	VBM-Apps
6667	622	173549	6/8/2022 16:07	Registration Other	3	GENERAL	Voter Registration
6668	622	173550	6/8/2022 16:14	Registration Other	3	GENERAL	Voter Registration
6669	622	173551	6/8/2022 16:34	Registration Other	3	GENERAL	Voter Registration
6670	622	173552	6/8/2022 16:43	Payment Issue	3	GENERAL	JC-Employment
6671	622	173553	6/9/2022 7:21	Other	3	SRD129C	VBM-General
6672	622	173554	6/9/2022 8:16	Call Transferred to Department	3	GENERAL	Transfer
6673	622	173555	6/9/2022 8:30	Request General Application	3	GENERAL	VBM-Apps
6674	622	173556	6/9/2022 8:33	Registration Other	3	GENERAL	Voter Registration
6675	622	173557	6/9/2022 8:44	Status of Ballot	3	GENERAL	VBM-Ballots
6676	622	173558	6/9/2022 8:52	Disconnected / Hung Up	3	GENERAL	Error
6677	622	173559	6/9/2022 9:30	Call Transferred to Person	3	GENERAL	Transfer
6678	622	173560	6/9/2022 9:34	Call Transferred to Department	3	GENERAL	Transfer
6679	622	173561	6/9/2022 9:43	Status of Ballot	3	GENERAL	VBM-Ballots
6680	622	173562	6/9/2022 9:48	Rare or Miscellaneous Issue	3	GENERAL	Other
6681	622	173564	6/9/2022 9:52	Registration Other	3	GENERAL	Voter Registration
6682	622	173565	6/9/2022 10:38	Call Transferred to Person	3	GENERAL	Transfer
6683	622	173566	6/9/2022 10:47	Call Transferred to Department	3	GENERAL	Transfer
6684	622	173567	6/9/2022 10:49	Unassigned	3	GENERAL	VBM-Apps
6685	622	173568	6/9/2022 10:50	Call Transferred to Department	3	GENERAL	Transfer
6686	622	173569	6/9/2022 10:59	Call Transferred to Person	3	GENERAL	Transfer
6687	622	173570	6/9/2022 11:01	Call Transferred to Person	3	GENERAL	Transfer
6688	622	173571	6/9/2022 11:02	Disconnected / Hung Up	3	GENERAL	Error
6689	622	173572	6/9/2022 11:04	Call Transferred to Person	3	GENERAL	Transfer
6690	622	173573	6/9/2022 11:13	Payment Issue	3	GENERAL	JC-Employment
6691	622	173574	6/9/2022 11:16	Voting Locations	3	GENERAL	Voting Related Issues
6692	622	173575	6/9/2022 11:26	Call Transferred to Person	3	GENERAL	Transfer
6693	622	173576	6/9/2022 11:26	Call Transferred to Department	3	GENERAL	Transfer
6694	622	173577	6/9/2022 11:28	Call Transferred to Department	3	GENERAL	Transfer
6695	622	173579	6/9/2022 11:34	Call Transferred to Department	3	GENERAL	Transfer

	H	I	J	K	L	M
6666	General Call Center	Resolved	cc924	Available Available	6/8/2022 15:55	6/8/2022 15:55
6667	General Call Center	Resolved	cc924	Available Available	6/8/2022 16:07	6/8/2022 16:08
6668	Voter Registration	Resolved	cc104	Walter Winston	6/8/2022 16:14	6/8/2022 16:21
6669	General Call Center	Resolved	cc924	Available Available	6/8/2022 16:34	6/8/2022 16:35
6670	General Call Center	Resolved	cc924	Available Available	6/8/2022 16:43	6/8/2022 16:43
6671	Ballot By Mail	Resolved	cc838	Marc Tice	6/9/2022 7:21	6/9/2022 7:27
6672	Ballot By Mail	Resolved	cc104	Walter Winston	6/9/2022 8:16	6/9/2022 8:21
6673	General Call Center	Resolved	cc903	Priscilla Kirkwood	6/9/2022 8:30	6/9/2022 8:34
6674	General Call Center	Resolved	NULL	NULL	6/9/2022 8:33	6/9/2022 10:49
6675	Ballot By Mail	Resolved	cc101	Angela Washington	6/9/2022 8:44	6/9/2022 8:45
6676	General Call Center	Resolved	cc104	Walter Winston	6/9/2022 8:52	6/9/2022 8:53
6677	Judge Line	Resolved	cc104	Walter Winston	6/9/2022 9:30	6/9/2022 9:32
6678	Judge Line	Resolved	cc104	Walter Winston	6/9/2022 9:34	6/9/2022 9:36
6679	Ballot By Mail	Resolved	cc101	Angela Washington	6/9/2022 9:43	6/9/2022 12:22
6680	General Call Center	Resolved	cc114	Doan Tran	6/9/2022 9:48	6/9/2022 9:50
6681	Voter Registration	Resolved	cc104	Walter Winston	6/9/2022 9:52	6/9/2022 9:58
6682	General Call Center	Resolved	cc903	Priscilla Kirkwood	6/9/2022 10:38	6/9/2022 10:40
6683	Judge Line	Resolved	cc903	Priscilla Kirkwood	6/9/2022 10:47	6/9/2022 10:48
6684	General Call Center	Resolved	cc114	Doan Tran	6/9/2022 10:49	6/9/2022 10:53
6685	Judge Line	Resolved	cc903	Priscilla Kirkwood	6/9/2022 10:50	6/9/2022 10:53
6686	General Call Center	Resolved	cc114	Doan Tran	6/9/2022 10:59	6/9/2022 11:01
6687	General Call Center	Resolved	cc924	Available Available	6/9/2022 11:01	6/9/2022 11:02
6688	General Call Center	Resolved	cc115	Katherine Rivas	6/9/2022 11:02	6/9/2022 11:02
6689	General Call Center	Resolved	NULL	NULL	6/9/2022 11:04	6/9/2022 11:16
6690	General Call Center	Resolved	cc115	Katherine Rivas	6/9/2022 11:13	6/9/2022 11:14
6691	General Call Center	Resolved	cc104	Walter Winston	6/9/2022 11:16	6/9/2022 11:19
6692	General Call Center	Resolved	cc115	Katherine Rivas	6/9/2022 11:26	6/9/2022 11:26
6693	General Call Center	Resolved	cc942	Shaniquia Goodman	6/9/2022 11:26	6/9/2022 11:30
6694	Voter Registration	Resolved	cc104	Walter Winston	6/9/2022 11:28	6/9/2022 11:31
6695	General Call Center	Resolved	cc115	Katherine Rivas	6/9/2022 11:34	6/9/2022 11:35

	N
6666	Requested a BBM.
6667	Caller wanted to speak with someone about received a voter registration card, transferred to Voter Registration for further assistance.
6668	Ms. Rouch had signed her VR card & it was returned to her & requested VBM app. Explained the VR card is for her records & are not to be returned unless a name/address change. She understood. Request sent. -- cc104 6/8/2022 16:21 PM
6669	Caller called last week about a new registration card and wanted to know the status of it, informed them to contact Voter Registration for assistance.
6670	Caller received their check but does not reflect on what they submitted, transferred to Payroll for assistance.
6671	Following an email from Benjamin Bannon, I contacted the location's PJ. Yesterday a voter was sent to 'cure' a provisional ballot cast because a VBM voter wanted to vote but did not have their VBM ballot to surrender. The PJ was aware of the situation, had contacted EA for clarification, and now understood only ID related provisional ballots must be cured.
6672	Ms. Evans upset due to carrier envelope defect letter & she stated she put her TDL & last 4 of SSN on it & don't understand why it was rejected for a 3rd time. Transferred to Desiree w/ VBM dept for answers. -- cc104 6/9/2022 8:21 AM
6673	Ms. Barbara wanted to request for a VBM app for the November General Election, completed her request to receive a VBM app, and I explained to her she will get the app first and then fill it out then mail it back so she can receive her ballot for November General election, she understood. -- cc903 6/9/2022 8:34 AM
6674	caller moved and applied to vote and received a notice from voter registration. I called voter registration and was assisted
6675	Caller wanted to stop voting by mail..I transferred him to Celeste.
6676	Wireless caller hung up during 1st ring.
6677	Ms. Sikes w/ Brookdale Sr. Living requested Rachelle Obakozuwa. Transferred to vm w/ caller's agreement.
6678	Ms. Viia requested Melissa w/ payroll. Gave her main # & transferred to judges line 03.
6679	Caller needed help with her ballot. I was able to assist.
6680	Caller want to apply to work for November Election. Told her she can send her application at the end of September. Call completed.
6681	Ms. Guerrero needed to make VR change of address. Guided her through the online process. She got it.
6682	Caller needed Spanish translator, called 6965, Angela took the call.
6683	Ms. Rose wants to get on the list to work next election, transferred to 1617.
6684	She wants to work in Election day. Transferred to Mrs. Rao, but not pick up, then transferred recruitment team 1617-02. Call completed.
6685	Caller wants to work June 18th election , transferred to 1617.
6686	Caller want to ask about payroll, transferred to 1617 payroll. Call completed.
6687	Wanted to speak with Ms. Krebs about information she emailed to her, transferred to her.
6688	rung once
6689	caller asked to speak to a recruitment .i transferred call to recruitment
6690	caller was missing hours. step from payroll took the call
6691	Female caller wanted polling location. Gave info.
6692	caller needed judge line option 1
6693	Caller says he has submitted 2 different VBM applications within the last 2 months and they both where rejected. Spoke with Laurie (BBM) and she explain the applications were not received on time and the DL number didn't match. Caller saying he is sure he included the correct DL and wanted to speak with BBM. Transferred the BBM(Desiree).
6694	Ms. Mims-Woods needs to correct VR name. Transferred to Rachelle w/ VR Helpdesk for assistance. -- cc104 6/9/2022 11:31 AM
6695	caller needed vr

	O	P	Q	R
6666	Ocie Eaton		English	
6667			English	
6668	Kelly Rauch		English	
6669			English	
6670			English	
6671	Larry Lawson			
6672	Carrie Evans		English	
6673	Barbara Reilly		English	
6674				
6675	Richard Loewenstern		English	
6676	Wireless Caller		English	
6677	Leah Sikes		English	
6678	Ms. Vilia		English	
6679	Martina Munoz		Spanish	
6680			English	
6681	Maria Guerrero		English	
6682			Spanish	
6683	Rose Adkison		English	
6684	Elaine		English	
6685			English	
6686	Debbie Clement		English	
6687	Ms. Cook		English	
6688			English	
6689				
6690	Kathy		English	
6691	Unknown Caller		English	
6692			English	
6693	Noe Cortez		English	
6694	Beverly Mims-Woods		English	
6695			English	

	A	B	C	D	E	F	G
22884	1122	191750	10/25/2022 11:38	Status of Ballot	3	GEN	VBM-Ballots
22885	1122	191752	10/25/2022 11:39	Request General Application	3	GEN	VBM-Apps
22886	1122	191753	10/25/2022 11:39	Voting Locations	3	GEN	Voting Related Issues
22887	1122	191754	10/25/2022 11:39	Request General Application	3	SRD138S	VBM-Apps
22888	1122	191755	10/25/2022 11:40	Registration Other	3	GEN	Voter Registration
22889	1122	191756	10/25/2022 11:40	Other	3	GEN	VBM-General
22890	1122	191757	10/25/2022 11:40	Registration Eligibility	3	GEN	Voter Registration
22891	1122	191759	10/25/2022 11:41	Rare or Miscellaneous Issue	3	GEN	Other
22892	1122	191760	10/25/2022 11:42	Status of Ballot	3	GEN	VBM-Ballots
22893	1122	191761	10/25/2022 11:43	Voting Locations	3	GEN	Voting Related Issues
22894	1122	191762	10/25/2022 11:43	Rare or Miscellaneous Issue	3	GEN	Other
22895	1122	191763	10/25/2022 11:45	ePollBook	3	SRD142C	ETC-Tech Issue
22896	1122	191765	10/25/2022 11:47	Voting Locations	3	GEN	Voting Related Issues
22897	1122	191766	10/25/2022 11:47	Status of Ballot	3	GEN	VBM-Ballots
22898	1122	191767	10/25/2022 11:48	Request General Application	3	GEN	VBM-Apps
22899	1122	191768	10/25/2022 11:49	Status of Ballot	3	GEN	VBM-Ballots
22900	1122	191769	10/25/2022 11:49	Other	3	GEN	VBM-Apps
22901	1122	191770	10/25/2022 11:49	Zoom Link for Training	3	GEN	JC-Training
22902	1122	191771	10/25/2022 11:51	Voting Locations	3	GEN	Voting Related Issues
22903	1122	191772	10/25/2022 11:52	Voting Locations	3	GEN	Voting Related Issues
22904	1122	191774	10/25/2022 11:53	Status of Ballot	3	GEN	VBM-Ballots
22905	1122	191775	10/25/2022 11:54	Registration Status		SRD144R	Voter Registration
22906	1122	191776	10/25/2022 11:55	DUO	3	SRD146S	ETC-Tech Issue
22907	1122	191777	10/25/2022 11:56	Voting Website	3	GEN	Voting Related Issues
22908	1122	191778	10/25/2022 11:56	Voting Locations	3	GEN	Voting Related Issues
22909	1122	191779	10/25/2022 11:57	Status of Ballot	3	GEN	VBM-Ballots
22910	1122	191780	10/25/2022 11:57	Voting Locations	3	GEN	Voting Related Issues
22911	1122	191783	10/25/2022 11:57	Sample Ballot	3	GEN	Voting Related Issues



	H	I	J	K	L	M
22884	Ballot By Mail	Resolved	cc903	Priscilla Kirkwood	10/25/2022 11:38	10/25/2022 11:40
22885	General Call Center	Resolved	cc907	Available Available	10/25/2022 11:39	10/25/2022 11:41
22886	General Call Center	Resolved	cc125	Tony Lam	10/25/2022 11:39	10/25/2022 11:40
22887	Supplies	Resolved	cc511	Dellanecia Smith	10/25/2022 11:39	10/25/2022 11:44
22888	General Call Center	Resolved	cc954	Jose Cruz	10/25/2022 11:40	10/25/2022 11:42
22889	Ballot By Mail	Resolved	cc104	Walter Winston	10/25/2022 11:40	10/25/2022 11:46
22890	Voter Registration	Resolved	cc903	Priscilla Kirkwood	10/25/2022 11:40	10/25/2022 11:44
22891	General Call Center	Resolved	cc1027	Available Available	10/25/2022 11:41	10/25/2022 11:42
22892	General Call Center	Resolved	cc115	Katherine Rivas	10/25/2022 11:42	10/25/2022 11:43
22893	General Call Center	Resolved	cc1027	Available Available	10/25/2022 11:43	10/25/2022 11:46
22894	General Call Center	Resolved	cc907	Available Available	10/25/2022 11:43	10/25/2022 11:47
22895	Tech Center	Resolved	cc605	Cindy Reinhart	10/25/2022 11:45	10/25/2022 11:55
22896	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 11:47	10/25/2022 11:49
22897	General Call Center	Resolved	cc907	Available Available	10/25/2022 11:47	10/25/2022 11:56
22898	General Call Center	Resolved	cc954	Jose Cruz	10/25/2022 11:48	10/25/2022 12:21
22899	General Call Center	Resolved	cc102	Morgan Polk	10/25/2022 11:49	10/25/2022 11:52
22900	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 11:49	10/25/2022 11:52
22901	Judge Line	Resolved	cc1027	Available Available	10/25/2022 11:49	10/25/2022 11:56
22902	General Call Center	Resolved	cc104	Walter Winston	10/25/2022 11:51	10/25/2022 11:52
22903	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 11:52	10/25/2022 11:54
22904	Voter Registration	Resolved	cc104	Walter Winston	10/25/2022 11:53	10/25/2022 11:58
22905	Tech Center	In Progress	cc1119	DCS 29 User	10/25/2022 11:54	10/25/2022 11:57
22906	Tech Center	Resolved	cc1115	DCS 25 User	10/25/2022 11:55	10/26/2022 14:02
22907	Voter Registration	Resolved	cc102	Morgan Polk	10/25/2022 11:56	10/25/2022 12:03
22908	General Call Center	Resolved	cc924	Available Available	10/25/2022 11:56	10/25/2022 11:57
22909	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 11:57	10/25/2022 12:03
22910	General Call Center	Resolved	cc924	Available Available	10/25/2022 11:57	10/25/2022 11:57
22911	General Call Center	Resolved	cc924	Available Available	10/25/2022 11:57	10/25/2022 11:58

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22884	Caller calling on behalf of his mother mail in ballot, and said she has not received her mail in ballot and it was mailed on the 7th and he said she is 90 so he has to help her with this, transferred to BBM, Lacey took the call .
22885	Caller want to request VBM application for her and her husband, submitted their requests. Call ended
22886	Looking for polling location.
22887	PJ Venneician Johnson called in stating she couldn't find the blue scan tape, after walking her through the cabinet she was able to find it. -- cc511 10/25/2022 11:44 AM
22888	Caller wanted to know his voter reg number because he lost his card.\n\nCall completed.
22889	Mr. Ash wants to cancel VBM. Gave instructions & how to send it. He understood.
22890	Ryan said she mailed back her VR card with her new address on it about 3-4 weeks ago and hasn't received her new card and informed her she is still registered under her old address , and she said she doesn't have a Texas ID so she needs a VR card , wants a replacement , transferred to VR, Amy took the call.
22891	Spanish speaking caller. Translated to Erika for assistance
22892	wanted to see when her ballot was mailed out
22893	Provided caller with nearest EV polling location
22894	Caller want to looking for EV location, provided her locations address. Call ended
22895	Multiple issues - #1 ePollBook locked up, Brian was able to reset it. #2 Duo printing too lightly. Had another Duo that had not been set up do to space issues. Closed line, replaced Duo and restarted line. Tagging Duo with printing issue. #3 - missing ADA materials to comply with required ADA fixes. Passed to ADA to work with location.
22896	Caller wants a Ev location , provided location .
22897	Caller want to check her information to completed mail in ballot. Call ended
22898	Caller wanted to see where to print his BBM application.\n\nCall completed.
22899	voter called to see if we received ballot prov via online prov info
22900	Caller wants to VBM and informed her she can print the VBM app online , or she can fax it or email it but the original must be physically mailed and received by Friday or she can drop off the VBM app in person at a branch location , she said never mind she will vote in person.
22901	Caller asking about online training. Transferred to Stacy at recruitment line opt 4
22902	Female w/ ATT was disconnected from person giving her the email address for EV polling location. Offered to give her the address but she hung up.
22903	Caller wanted a EV location near 77035, provided one.
22904	Ms. Pierre wanting to know what ID is on file for her. She gave each, TDL & last 4 of SSN & I confirmed for her to use on her VBM. She understood.
22905	Duane Steele provided the forms of ID necessary to vote, but could not be found in e poll book. DCS confirmed his registration, provided VUID and allowed clerks opportunity to check voter in.
22906	The Aj called and said one of the duos(Pink line, Duo 6) has a printer that was moved and moved back, and not working now. Escalate to ETC. -- super110 10/26/2022 14:2 PM
22907	voter called regarding the website addr update confirmed registration transferred to VR call taken by Ameda was transferred to the help desk spoke to Shatavia
22908	Caller wanted to know the closest location vote to them is.
22909	Lawrence wanted to make sure his mail in ballot was received and accepted , see a Notice of `PR` ,called BBM , and spoke to Gina , and she said it is pending review , and informed Lawrence.
22910	Caller wanted to know where to vote at in their area.
22911	Caller needed help with getting their sample ballot online.

	O	P	Q	R
22884				
22885				
22886	Hennessy			
22887	Venneician Johnson			
22888	Randle			
22889	Jerry Ash			
22890	Ryan Andy			
22891				
22892	Lenore			
22893	Ben			
22894				
22895				
22896				
22897				
22898	Davis			
22899				
22900				
22901	Terra Jenkins			
22902	ATT			
22903				
22904	Emmalee Milton Pierre			
22905				
22906	Bonnie Parker			
22907				
22908				
22909	Lawrence A. Carr			
22910				
22911				

	A	B	C	D	E	F	G
22912	1122	191784	10/25/2022 11:57	Voting Locations	3	GEN	Voting Related Issues
22913	1122	191785	10/25/2022 11:58	Request General Application		GEN	VBM-Apps
22914	1122	191786	10/25/2022 11:58	Status of Ballot	3	GEN	VBM-Ballots
22915	1122	191787	10/25/2022 12:00	Other	3	SRD128P	Voting Related Issues
22916	1122	191788	10/25/2022 12:01	Stamps & Mailing Instructions	3	GEN	VBM-Ballots
22917	1122	191789	10/25/2022 12:04	Other	3	GEN	VBM-Apps
22918	1122	191791	10/25/2022 12:05	Request General Application	3	GEN	VBM-Apps
22919	1122	191792	10/25/2022 12:06	Status of Ballot	3	GEN	VBM-Ballots
22920	1122	191793	10/25/2022 12:06	Curbside Voting	3	GEN	Voting Related Issues
22921	1122	191794	10/25/2022 12:07	Voting Locations	3	GEN	Voting Related Issues
22922	1122	191795	10/25/2022 12:07	SCAN	3	SRD001C	ETC-Tech Issue
22923	1122	191796	10/25/2022 12:09	Controller	3	SRD145M	ETC-Tech Issue
22924	1122	191797	10/25/2022 12:14	ePollBook	3	SRD144J	ETC-Tech Issue
22925	1122	191798	10/25/2022 12:14	Rare or Miscellaneous Issue	3	GEN	Other
22926	1122	191801	10/25/2022 12:16	Voting Locations	3	GEN	Voting Related Issues
22927	1122	191802	10/25/2022 12:17	DUO	3	SRD146S	ETC-Tech Issue
22928	1122	191803	10/25/2022 12:17	SCAN		SRD132K	ETC-Tech Issue
22929	1122	191804	10/25/2022 12:17	Call Transferred to Department	3	GEN	Transfer
22930	1122	191805	10/25/2022 12:19	Request General Application	3	GEN	VBM-Apps
22931	1122	191806	10/25/2022 12:19	Status of Ballot	3	GEN	VBM-Ballots
22932	1122	191807	10/25/2022 12:19	Other	3	GEN	VBM-Apps
22933	1122	191808	10/25/2022 12:20	Controller	3	SRD132K	ETC-Tech Issue
22934	1122	191809	10/25/2022 12:21	Instructions on Completing Ballot	3	GEN	VBM-Ballots
22935	1122	191811	10/25/2022 12:24		3	GEN	Locations
22936	1122	191812	10/25/2022 12:25	Call Transferred to Person	3	GEN	Transfer

	H	I	J	K	L	M
22912	General Call Center	Resolved	cc125	Tony Lam	10/25/2022 11:57	10/25/2022 11:58
22913	Ballot By Mail	Resolved	cc114	Doan Tran	10/25/2022 11:58	10/25/2022 11:58
22914	General Call Center	Resolved	cc924	Available Available	10/25/2022 11:58	10/25/2022 11:59
22915	Tech Center	Resolved	cc838	Marc Tice	10/25/2022 12:00	10/25/2022 12:10
22916	General Call Center	Resolved	cc1027	Available Available	10/25/2022 12:01	10/25/2022 12:06
22917	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:04	10/25/2022 12:06
22918	General Call Center	Resolved	cc102	Morgan Polk	10/25/2022 12:05	10/25/2022 12:13
22919	Ballot By Mail	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:06	10/25/2022 12:11
22920	General Call Center	Resolved	cc1027	Available Available	10/25/2022 12:06	10/25/2022 12:14
22921	General Call Center	Resolved	cc125	Tony Lam	10/25/2022 12:07	10/25/2022 12:08
22922	Tech Center	Resolved	cc1095	DCS 5 User	10/25/2022 12:07	10/31/2022 18:52
22923	Tech Center	Resolved	cc1113	DCS 23 User	10/25/2022 12:09	10/25/2022 12:22
22924	Tech Center	Resolved	cc1124	DCS 34 User	10/25/2022 12:14	10/25/2022 12:16
22925	General Call Center	Resolved	cc907	Available Available	10/25/2022 12:14	10/25/2022 12:18
22926	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:16	10/25/2022 12:16
22927	Tech Center	Resolved	cc1108	DCS 18 User	10/25/2022 12:17	10/26/2022 18:52
22928	Tech Center	In Progress	cc1091	DCS 1 User	10/25/2022 12:17	10/25/2022 12:19
22929	Ballot By Mail	Resolved	cc104	Walter Winston	10/25/2022 12:17	10/25/2022 12:29
22930	General Call Center	Resolved	cc907	Available Available	10/25/2022 12:19	10/25/2022 12:19
22931	General Call Center	Resolved	cc907	Available Available	10/25/2022 12:19	10/25/2022 12:24
22932	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:19	10/25/2022 12:21
22933	Tech Center	Resolved	cc1091	DCS 1 User	10/25/2022 12:20	10/25/2022 12:35
22934	Ballot By Mail	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:21	10/25/2022 12:24
22935	General Call Center	Resolved	cc115	Katherine Rivas	10/25/2022 12:24	10/25/2022 12:25
22936	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:25	10/25/2022 12:27



	N
22912	Polling location.
22913	Caller requested bbm application. Completed.
22914	Caller has still not received the ballot in the mail and wants to know where it is, transferred to BBM for assistance.
22915	AJ wanted to confirm that a mail-in ballot, without its envelopes, can be surrendered at the vote center, even though the voter's name does not appear on the mail-in ballot itself. The SoS office was contacted and confirmed that yes, only the ballot can be surrendered and should be attached to the 'Request to Cancel Ballot by Mail' form which the voter and judge complete. Then the voter can be checked in regularly.
22916	Informed voter he may hand deliver his mail in ballot only on ED and only at NRG.
22917	Caller wants to VBM and informed her she has to do a VBM app first and informed her she can print it online and mail it in or drop it off at one of the branch locations , and it was to be received by Oct. 28th.
22918	voter called regarding BM application prov voting options deadline approaching
22919	Charles wants to cancel receiving mail in ballots for this year, transferred to BBM, Deborah took the call.
22920	Informed caller curbside voting is available at all EV locations within Harris County. Provided nearest EV polling locations
22921	Polling location\n
22922	AJ Ms. Spivey was following up to see when their 2nd Scanner would be showing up at their location. Someone in the Tech Center issued a Escalated ticket this morning (10-25) requesting a 2nd Scanner. UofH Downtown was only issued 1 Scanner for this election, but their are requesting a second one. Told her the Scanner was on the way for delivery today. Told her also, there was no need to call the Tech line back to see when it will be delivered. \n\nSCAN WAS DELIVERED TO LOCATION - GBERRY -- cc501 10/31/2022 18:52 PM
22923	Problem with controller, powered down reseal tablet power up controller and line is up and working. Problem resolved
22924	Sameer Garach - learning system.
22925	Caller want find sample ballot, instruct her how to find it on harrisvote.com. Call ended
22926	Caller wanted a EV location , provided one.
22927	PJ called and said she has line of DUOs down with only two working. DUOs read 'No Controller Found'. PJ said she has tried multiple troubleshooting options such as swapping the verity cables and resetting the machines. The tech and Cliff Tatum are on sight working on the issue. -- super110 10/26/2022 10:58 AM -- super110 10/26/2022 18:52 PM
22928	
22929	Ms. Pruneda requested VBM app & emailed an app yesterday, Oct 24th & wanted to know if that would be in time to vote Nov 8th. Request sent & transferred to VBM dept for answers w/ the above info to Gina.
22930	Caller want to request VBM application for him , submitted his requests. Call ended
22931	Caller want to know when the ballot will be mailed out. Checking status per VEMAC Informed the caller it was mailed out and the ballots are on the way. transferred to VBM, Gina took the call . Call ended
22932	Caller wanted fax number and email to send VBM app, provided.
22933	Controller froze, JL instructed PJ to shut down that Controller and Duos in the line and reboot. She also told the PJ to turn the Duos back on after the controller was up, 2 at a time.
22934	Caller from Village of Meyerland is calling on behalf of a resident , about them ripping their return carrier envelope and needing another one , transferred to BBM, Sam took the call.
22935	caller was asking for more polling locations near her
22936	Needed Spanish translator, transferred to Guadalupe.

	O	P	Q	R
22912				
22913				
22914				
22915	Karen Sebesta			
22916	Tom Anderson			
22917				
22918				
22919	Charles Lindee			
22920	Christy			
22921	Creswell, Rosie			
22922	Sylvia Spivey			
22923	Cynthia Walker			
22924	Training Test			
22925				
22926				
22927	Doris Fears			
22928	Bernadette Payne			
22929	Anna Pruneda			
22930				
22931				
22932				
22933	Bernadette Payne			
22934				
22935	sears			
22936				

	A	B	C	D	E	F	G
22937	1122	191813	10/25/2022 12:25	Other	3	GEN	VBM-General
22938	1122	191815	10/25/2022 12:27	Registration Other	3	GEN	Voter Registration
22939	1122	191816	10/25/2022 12:28	SCAN	3	SRD143R	ETC-Tech Issue
22940	1122	191818	10/25/2022 12:29		3	92114	Locations
22941	1122	191819	10/25/2022 12:30	Rare or Miscellaneous Issue	3	GEN	Other
22942	1122	191820	10/25/2022 12:31	Call Transferred to Person	3	GEN	Transfer
22943	1122	191821	10/25/2022 12:31	Voting Locations	3	GEN	Voting Related Issues
22944	1122	191822	10/25/2022 12:31	Registration Status	3	GEN	Voter Registration
22945	1122	191823	10/25/2022 12:34		3	GEN	Locations
22946	1122	191824	10/25/2022 12:35	Voting Locations	3	GEN	Voting Related Issues
22947	1122	191825	10/25/2022 12:35	Voting Hours	3	SRD142K	Voting Related Issues
22948	1122	191826	10/25/2022 12:36	Curbside Voting	3	GEN	Voting Related Issues
22949	1122	191827	10/25/2022 12:36	Instructions on Completing Application	3	GEN	VBM-Apps
22950	1122	191828	10/25/2022 12:37	Duo-Go	3	SRD150X	ETC-Tech Issue
22951	1122	191829	10/25/2022 12:38	DUO	3	SRD149B	ETC-Tech Issue
22952	1122	191830	10/25/2022 12:41	Voting Locations	3	GEN	Voting Related Issues
22953	1122	191831	10/25/2022 12:42	Controller	3	SRD143R	ETC-Tech Issue
22954	1122	191832	10/25/2022 12:42	Status of Ballot	3	GEN	VBM-Ballots
22955	1122	191833	10/25/2022 12:44	Location Assigned To	3	GEN	JC-Employment
22956	1122	191834	10/25/2022 12:45	Registration Other	3	GEN	Voter Registration
22957	1122	191835	10/25/2022 12:47	Rare or Miscellaneous Issue	3	GEN	Other
22958	1122	191836	10/25/2022 12:47	Instructions on Completing Ballot	3	GEN	VBM-Ballots
22959	1122	191837	10/25/2022 12:48	Other	3	GEN	VBM-General
22960	1122	191838	10/25/2022 12:49	Status of Ballot	3	GEN	VBM-Apps
22961	1122	191839	10/25/2022 12:49	Other	3	SRD128D	Voting Related Issues
22962	1122	191840	10/25/2022 12:50	Other	3	GEN	VBM-Apps

	H	I	J	K	L	M
22937	Ballot By Mail	Resolved	cc114	Doan Tran	10/25/2022 12:25	10/25/2022 12:26
22938	General Call Center	Resolved	cc954	Jose Cruz	10/25/2022 12:27	10/25/2022 12:44
22939	Tech Center	Resolved	cc1112	DCS 22 User	10/25/2022 12:28	10/25/2022 12:34
22940	General Call Center	Resolved	cc115	Katherine Rivas	10/25/2022 12:29	10/25/2022 12:31
22941	General Call Center	Resolved	cc907	Available Available	10/25/2022 12:30	10/25/2022 12:35
22942	Judge Line	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:31	10/25/2022 12:33
22943	General Call Center	Resolved	cc924	Available Available	10/25/2022 12:31	10/25/2022 12:31
22944	General Call Center	Resolved	cc924	Available Available	10/25/2022 12:31	10/25/2022 12:32
22945	General Call Center	Resolved	cc115	Katherine Rivas	10/25/2022 12:34	10/25/2022 12:34
22946	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:35	10/25/2022 12:39
22947	Judge Line	Resolved	cc1064	Merrick Tillman	10/25/2022 12:35	10/25/2022 12:40
22948	General Call Center	Resolved	cc1027	Available Available	10/25/2022 12:36	10/25/2022 12:47
22949	General Call Center	Resolved	cc924	Available Available	10/25/2022 12:36	10/25/2022 12:38
22950	Tech Center	Resolved	cc1114	DCS 24 User	10/25/2022 12:37	10/25/2022 12:37
22951	Judge Line	Resolved	cc1103	DCS 13 User	10/25/2022 12:38	10/25/2022 12:41
22952	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:41	10/25/2022 12:41
22953	Tech Center	Resolved	cc1101	DCS 11 User	10/25/2022 12:42	10/25/2022 13:01
22954	Ballot By Mail	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:42	10/25/2022 12:54
22955	General Call Center	Resolved	cc907	Available Available	10/25/2022 12:44	10/25/2022 12:47
22956	Voter Registration	Resolved	cc114	Doan Tran	10/25/2022 12:45	10/25/2022 12:46
22957	General Call Center	Resolved	cc1027	Available Available	10/25/2022 12:47	10/25/2022 12:59
22958	General Call Center	Resolved	cc907	Available Available	10/25/2022 12:47	10/25/2022 12:49
22959	Ballot By Mail	Resolved	cc125	Tony Lam	10/25/2022 12:48	10/25/2022 12:49
22960	General Call Center	Resolved	cc607	Available Available	10/25/2022 12:49	10/25/2022 13:32
22961	Judge Line	Resolved	cc831	Alex Govea	10/25/2022 12:49	10/26/2022 10:56
22962	Ballot By Mail	Resolved	cc104	Walter Winston	10/25/2022 12:50	10/25/2022 12:53

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22937	Caller called to check his bbm status. Per vemac his ballot mailed to his old address. Transferred to bbm office for assistance.
22938	Caller wanted to know if she can vote at harris county but she is registered in San Antonio.\nInformed her that she has to be registered with us but that the deadline for these elections has passed.\n\nCall completed.
22939	The duo machine went down the voter lost one of the sheet. The judge with spoil it and they will start over.
22940	polling location for election day in 77036
22941	Caller asked about voting steps in polling location, i am able to assistance him. Call ended
22942	Deborah said she was nominated to be a election judge by Kenneth , transferred to Kenneth successfully.
22943	Caller wanted to know where they can go to vote at.
22944	Caller wanted to know why the covid card was not an acceptable form of ID.
22945	Polling location near 77096
22946	Caller said he is at the Metropolitan Multiservice center and he said pushed the buzzer about 20 times on ADA voting buzzer and nobody came out, called the PJ, William Lee and informed him and he said he will send someone out there.
22947	Judge called and stated there is a tech at site working on the SCAN. At this point there is not a working SCAN for the center. There are multiple voters who have completed the voting cycle but do not want their votes placed in the Emergency slot. They are going to go to another facility where they know their votes will be scanned. Judge explained to them that they cannot take their ballots to another facility and they will have to be spoiled and recast at the next location, Each one agreed with this. Their names and VUID numbers will be given to Crystal and Jason to get the requalified in the system so they can vote at another facility.
22948	Called Donna Cooper AJ at SRD 126P to inform them a voter called into our office and needs assistance at curbside voting at their location
22949	Caller wanted to know why the fax number is always busy, transferred to BBM for assistance.
22950	Lisa reported a paper jam in a duo. After the jam was cleared the duo would state multiple pages have been inserted when inserting 1 page. Instructed to spoil balloe and re issue access code for voter to re cast vote.\nResolved
22951	Second page of ballot was smeared. Did not present option to reprint. Advised to spoil the ballot and have the voter vote again
22952	Caller wanted a polling location near her, provided one near her.
22953	Controller locked up, tried restarting and screen stayed blank. connected new controller and started it. Clear now.
22954	Corina said she submitted her a VBM app and hasn't gotten anything back, and informed her the mail in ballot went to another address and she said she didn't request for the mail in ballot to go there, and I saw her scan of her VBM app and confirmed she didn't put that address on the app, transferred to BBM, Nikki took the call.
22955	Caller was a PJ and she need verification, transferred 51617 Rumman took the call. Call ended
22956	Caller called to updated his new address. Transferred to VR helpdesk for assistance.
22957	Aggressive caller. Had to let him know I will not tolerate foul language and will disconnect the call.
22958	Caller said he was messed up with his mailing envelope, transferred to VBM, Sam took the call. Call ended
22959	Requested VBM application
22960	caller called to receive a bbm app
22961	AJ made a mistake with processing voter, called to let us know situation:\nVoter came in and it stated they had a MIB, but they shredded it, so didn't have one to surrender. Filled out the Cancel MIB paperwork and then cancelled the MIB on the ePB and proceeded to regularly process voter. Voter printed out physical ballot and did not let them scan it because she realized her error. Talking to Marc & Cindy over situation. -- cc831 10/25/2022 13:11 PM\n\nBB: The voter should have been told to vote provisionally, An instructor is making a follow-up call today to ensure the procedure is reviewed. -- super108 10/26/2022 10:56 AM
22962	Ms. Jackson needed VBM app return address. Gave info.



	O	P	Q	R
22937				
22938				
22939	watson charmaine			
22940	pedro			
22941				
22942	Deborah Terras			
22943				
22944				
22945	theresa reese			
22946				
22947	Deborah Carr			
22948				
22949				
22950	Lisa McMinn			
22951	Yolanda Thomas			
22952				
22953	Pearline Burtine			
22954	Corina Zahedani			
22955				
22956				
22957	Kirby Ferguson			
22958				
22959	Hernandez, Esther			
22960	ms.myers			
22961	Phyllis Hildenbrand			
22962	Arnelia Jackson			

	A	B	C	D	E	F	G
22963	1122	191841	10/25/2022 12:51	Request General Application	3	GEN	VBM-Apps
22964	1122	191842	10/25/2022 12:53	Voting Locations	3	GEN	Voting Related Issues
22965	1122	191843	10/25/2022 12:54	Other	3	GEN	VBM-General
22966	1122	191844	10/25/2022 12:56	Instructions on Completing Application	3	GEN	VBM-Apps
22967	1122	191845	10/25/2022 12:57	Disconnected / Hung Up	3	SRD150B	
22968	1122	191846	10/25/2022 12:57	Call Transferred to Person	3	GEN	Transfer
22969	1122	191847	10/25/2022 12:57	Request General Application	3	GEN	VBM-Apps
22970	1122	191848	10/25/2022 12:59	Controller	3	SRD130C	ETC-Tech Issue
22971	1122	191849	10/25/2022 12:59	Status of Ballot	3	GEN	VBM-Ballots
22972	1122	191850	10/25/2022 12:59	Call Transferred to Person	3	GEN	Transfer
22973	1122	191851	10/25/2022 13:03	Duo-Go	3	SRD130M	ETC-Tech Issue
22974	1122	191852	10/25/2022 13:03	Voting Locations	3	GEN	Voting Related Issues
22975	1122	191854	10/25/2022 13:05	DUO	3	SRD142Z	ETC-Tech Issue
22976	1122	191855	10/25/2022 13:07	Voting Locations	3	GEN	Voting Related Issues
22977	1122	191856	10/25/2022 13:08	Rare or Miscellaneous Issue	3	GEN	Other
22978	1122	191857	10/25/2022 13:11	DUO	3	SRD141L	ETC-Tech Issue
22979	1122	191858	10/25/2022 13:12	Duo-Go	3	SRD150B	ETC-Tech Issue
22980	1122	191860	10/25/2022 13:20	Sample Ballot	3	GEN	Voting Related Issues
22981	1122	191861	10/25/2022 13:20	SCAN	3	SRD134W	ETC-Tech Issue
22982	1122	191862	10/25/2022 13:20	Rare or Miscellaneous Issue	3	GEN	Other
22983	1122	191864	10/25/2022 13:23		3	GEN	Legal & Coercion

	H	I	J	K	L	M
22963	General Call Center	Resolved	cc907	Available Available	10/25/2022 12:51	10/25/2022 13:08
22964	Ballot By Mail	Resolved	cc104	Walter Winston	10/25/2022 12:53	10/25/2022 12:56
22965	Ballot By Mail	Resolved	cc114	Doan Tran	10/25/2022 12:54	10/25/2022 12:56
22966	General Call Center	Resolved	cc903	Priscilla Kirkwood	10/25/2022 12:56	10/25/2022 13:08
22967	Tech Center	Resolved	cc1098	DCS 8 User	10/25/2022 12:57	10/25/2022 13:05
22968	General Call Center	Resolved	cc114	Doan Tran	10/25/2022 12:57	10/25/2022 12:58
22969	Ballot By Mail	Resolved	cc104	Walter Winston	10/25/2022 12:57	10/25/2022 13:01
22970	Tech Center	Resolved	cc1092	DCS 2 User	10/25/2022 12:59	10/25/2022 13:05
22971	General Call Center	Resolved	cc115	Katherine Rivas	10/25/2022 12:59	10/25/2022 13:00
22972	General Call Center	Resolved	cc1027	Available Available	10/25/2022 12:59	10/25/2022 13:00
22973	Tech Center	Resolved	cc1116	DCS 26 User	10/25/2022 13:03	10/26/2022 9:46
22974	General Call Center	Resolved	cc125	Tony Lam	10/25/2022 13:03	10/25/2022 13:03
22975	Tech Center	Resolved	cc1100	DCS 10 User	10/25/2022 13:05	10/25/2022 13:07
22976	General Call Center	Resolved	cc1027	Available Available	10/25/2022 13:07	10/25/2022 13:13
22977	General Call Center	Resolved	cc907	Available Available	10/25/2022 13:08	10/25/2022 13:10
22978	Judge Line	Resolved	cc1115	DCS 25 User	10/25/2022 13:11	10/25/2022 13:15
22979	Tech Center	Resolved	cc1102	DCS 12 User	10/25/2022 13:12	10/25/2022 13:24
22980	General Call Center	Resolved	cc1027	Available Available	10/25/2022 13:20	10/25/2022 13:37
22981	Tech Center	Resolved	cc1113	DCS 23 User	10/25/2022 13:20	10/25/2022 18:13
22982	General Call Center	Resolved	cc954	Jose Cruz	10/25/2022 13:20	10/25/2022 13:22
22983	General Call Center	Resolved	cc102	Morgan Polk	10/25/2022 13:23	10/25/2022 13:34

	N
22963	Caller want to request VBM application for her, submitted her requests. Call ended
22964	Ms. Ramos wanted EV polling location near home. Gave 2 options.
22965	Caller wanted to check her mother bbm status. Per vemac her ballot mailed on 10/10 but she still not received. Transferred to bbm office for assistance.
22966	Caller has questions about her VBM app and helped her with filling out the VBM app.
22967	judge called to say that he could not get first sheet into scanner but was to input second one\\\\\\\\call dropped\\\\\\\\ attempted to call back know answer
22968	Caller wanted to speak to Ms. Ortiz Transferred to Ms. Ortiz voice mail with caller agreement.
22969	Mr. Kirven requested VBM app for self & spouse. Suggested they go to branch location at Palm Ctr due to deadline of Oct 28th. He agreed.
22970	AJ Called with an Controller issue, the controller displayed Unknown Error. I had her turn the controller off and wait for a few minutes then turn back on, this did not resolve the issue. I then had her remove the battery and and restart the controller after the controller turned on we allowed time to restart then connected verity cable the DUOs came back on except for one, she had this issue yesterday with this DUO. She was told then they had a ticket for the down DUO.
22971	Wanted to see when he will get his ballot. Looked him up and he hasnt turned in a bbm application
22972	Transferred to Maggie - Melvin Tatum New Community Baptist email sending in an invoice for polling site
22973	curbside voter - took the curbside voter - duo go and duo 2nd page not printing - message states that the duo go is printing the 1st page, 2nd page didn't print(jamed) and is not able to print the 2nd page from the menu - he had placed the 2nd page in the duo go/duo and it gives him the message that the page is ready to print - but when given the option, forward , back and reprint pages comes back up. spoke with ETC to find a resolution. \nasked Joe to remove the duo from the duo go , and in the duo go look for the brother printer and clean out the debris from the underside of the printer \nattempted to print out the page and the duo go states that the printer has a issue - escalating the issue to tech support to replace the duo go -- super110 10/26/2022 9:46 AM
22974	Poll location
22975	Ballot sheet 1 prints correctly; upon feeding sheet 2, Duo shows Unknown Error and says to reboot. Ballot will have to be spoiled and new access code generated.
22976	voter called for polling locations-Morgan P
22977	Caller want to looking for EV location, provided her locations address. Call ended
22978	The second page of the ballot was printed but still stuck in the machine. I directed her to open the machine to expose the printer, open the printer, and slowly but firmly pull the ballot up out of it. The the voter cast his ballot.
22979	PJ has voter that ballot page 1 of 2 would not scan (ballot is legible). PJ tried to scan all ways & was unsuccessful. On 1st call (Call ID 191657), PJ asked if he can open emergency box & put ballot in there, but PJ was told his voter could vote provisionally. PJ didn't think that was right procedure so he called back (2nd call). I confirmed with him the ballot goes into the emergency box, but put in slot on emergency box...do not open emergency box.
22980	Let Mr. Filbert know he may fill out his sample ballot and take it with him to the polling location
22981	Problem with scan bag is getting full causing scan to show error. AJ said he has been shifting and shaking bag so paper would go deeper in bag. Inform Kermit / Rob of problem. Per Kermit will call site back. Also AJ wanted to know why he has not receive second scan. Per AJ as of 1:30 pm have 1500 voters -- super103 10/25/2022 18:13 PM
22982	Caller asked if we were still doing straight ticket ballots. Answered no.\n\nCall completed.
22983	Raymond Gay went to vote yesterday on Monday Oct, 24/2022 to cast his vote when a poll watcher was hovering over him while he was casting his vote. Mr Gay turned around and looked at the poll watcher then proceeded to finish his selections. Mr Gay still noticed the poll watcher hovering over him making him feel very uncomfortable to the point he had to address the poll watcher by saying "excuse me." The poll watcher then walked away to do something else.\n\nThe incident happened at Freeman Branch Library – Meeting Room 16616 Diana Lane Houston , TX 77062.

	O	P	Q	R
22963				
22964	Mary Ramos			
22965				
22966				
22967	kenneth			
22968				
22969	Joseph Kirven			
22970	Natalie Cummings			
22971	WILLIAM			
22972				
22973	Joe Duenas			
22974				
22975	Rhett Dobberstein			
22976				
22977				
22978	Teresa Allen			
22979	Kenneth Knowles			
22980	Sam Filbert			
22981	Paul Chandler			
22982				
22983	Raymond Gay			

	A	B	C	D	E	F	G
28222	1122	198586	11/4/2022 14:29	Voting Locations	3	GEN	Voting Related Issues
28223	1122	198587	11/4/2022 14:29	Other	2	EML	Voting Related Issues
28224	1122	198588	11/4/2022 14:30	Disconnected / Hung Up	3	GEN	Error
28225	1122	198589	11/4/2022 14:31	Voting Locations	3	GEN	Voting Related Issues
28226	1122	198590	11/4/2022 14:31	Instructions on Completing Ballot	3	GEN	VBM-Ballots
28227	1122	198592	11/4/2022 14:32	Other	3	GEN	Voting Related Issues
28228	1122	198593	11/4/2022 14:32	Voting Locations	3	GEN	Voting Related Issues
28229	1122	198594	11/4/2022 14:32	Rare or Miscellaneous Issue	3	GEN	Other
28230	1122	198595	11/4/2022 14:33		3	GEN	Locations
28231	1122	198596	11/4/2022 14:33	Training Follow Up Question	3	SRD133	JC-Training
28232	1122	198597	11/4/2022 14:34	Duo-Go	3	SRD141L	ETC-Tech Issue
28233	1122	198598	11/4/2022 14:34	Other	3	GEN	Voting Related Issues
28234	1122	198600	11/4/2022 14:35	Training Follow Up Question	3	SRD131R	JC-Training
28235	1122	198601	11/4/2022 14:36	Call Transferred to Department	3	GEN	Transfer
28236	1122	198602	11/4/2022 14:37	Curbside Voting	3	GEN	Voting Related Issues
28237	1122	198604	11/4/2022 14:39	Status of Ballot	3	GEN	VBM-Ballots
28238	1122	198605	11/4/2022 14:39	Status of Ballot	3	GEN	VBM-Ballots
28239	1122	198606	11/4/2022 14:39	Registration Status	3	GEN	Voter Registration

	H	I	J	K	L	M
28222	General Call Center	Resolved	cc1035	Available Availabe	11/4/2022 14:29	11/4/2022 14:32
28223	Supplies	Escalated	NULL	NULL	11/4/2022 14:29	11/4/2022 14:33
28224	General Call Center	Resolved	cc1026	Silvia Nayeli	11/4/2022 14:30	11/4/2022 14:36
28225	Ballot By Mail	Resolved	cc942	Shaniquia Goodman	11/4/2022 14:31	11/4/2022 14:33
28226	Ballot By Mail	Resolved	cc1021	Available Available	11/4/2022 14:31	11/4/2022 14:33
28227	General Call Center	Resolved	cc1031	Available Available	11/4/2022 14:32	11/4/2022 14:40
28228	General Call Center	Resolved	cc1041	Available Available	11/4/2022 14:32	11/4/2022 14:39
28229	General Call Center	Resolved	cc1065	Available Available	11/4/2022 14:32	11/4/2022 15:40
28230	General Call Center	Resolved	cc1021	Available Available	11/4/2022 14:33	11/4/2022 14:43
28231	Judge Line	Resolved	cc939	Karla Ramirez	11/4/2022 14:33	11/4/2022 14:35
28232	Judge Line	Resolved	cc1020	Josef Molnar	11/4/2022 14:34	11/4/2022 14:37
28233	General Call Center	Resolved	cc1034	Available Available	11/4/2022 14:34	11/4/2022 14:56
28234	Judge Line	Resolved	cc939	Karla Ramirez	11/4/2022 14:35	11/4/2022 14:55
28235	General Call Center	Resolved	cc1026	Silvia Nayeli	11/4/2022 14:36	11/4/2022 14:55
28236	General Call Center	Resolved	cc1045	Available Available	11/4/2022 14:37	11/4/2022 14:45
28237	General Call Center	Resolved	cc1041	Available Available	11/4/2022 14:39	11/4/2022 14:49
28238	General Call Center	Resolved	cc1035	Available Availabe	11/4/2022 14:39	11/4/2022 14:48
28239	General Call Center	Resolved	cc907	Available Available	11/4/2022 14:39	11/4/2022 14:50



	N
28222	Caller wanted EV locations\n\nCall complete
28223	First, I am thankful for most of the poll workers and locations that allowed us to early vote.\nSoft response emailed\n\nSecond, I think the equipment used this round was spot on, with exception of paper jamming, there seemed to be a lot of that at my location.\n\nLastly, a complaint....\n\nFor the past few years, as I do in so many aspects of my significant other's life, such as opening doors or helping with new technology, I have been at my partner's side during her voting experience. This year, it was an absolutely awful experience at the Big Stone Lodge on 11/4 between 11:15am and 12:15pm. The person that greeted us at the door, separated us and I explained that I wanted to help my partner thru the process. It all went downhill from there, even after explaining that I was her significant other for almost 25 years, to which she laughed. There is an age difference between my partner and I, but it is no one's business and should never affect voting. Then, in order for me to help her, I had to fill out a form and read a tiny printed, very long oath in order to be allowed. Even with glasses, I can't see or read that size text and she, the poll worker, didn't want to read it either. Ultimately, we decided that I would not help my significant other thru the voting experience for the first time, because it was creating a scene.\n\nThen, while voting, the people that came up right next to me appeared to be an elderly woman helping an elderly man vote. Bottom line, it was a very negative voting experience, filled with anxiety and frustration, that we have not experienced in the past. If the person that greeted us at the door was wrong, she needs to be corrected. If the policy is as describes, it doesn't get my approval and should apply equally to everyone.\n\nFrustrated Voter\n\nAngie Kessler\n\n1116604141
28224	Caller hung up before I could answer.
28225	Assisted caller locating nearest polling locations
28226	voter had questions regarding her ballot. Transferred call to BBM
28227	Voter needs assistance with language and tech. While she was waiting for me to come back to the phone one of the poll workers assisted her with questions she had. vwg
28228	voter called to confirm location and active registration status - resolved
28229	-- cc1065 11/4/2022 15:40 PM
28230	Polling Location
28231	PJ has Mail Ballot Cancellation Questions
28232	Issue: After entering access code, Duo shows message 'Reinserting two pages; please remove and insert only one sheet', even though only one page was inserted. Judge opened cover, blew on glass and attempted to advance paper feed, but no correction.\nResolution: Had judge electronic-spoil ballot, reissue access code and use another Duo, while also resetting Duo with issue. Will call back if continued issue.
28233	DG - caller wanted to know where she could vote a limited ballot.
28234	A voter came into the center with a 'Notice of Carrier Defect'. as per Jennifer Colvin, this notice means that the voter can drop it off at any Annex or if the voter brings this to a Polling location they must Vote Provisional. PJ qualified voter on ePollBook, and spoke to Marc T. and Crystal to help with removing a voter from the system since it was a mistake. Spoke with PJ and walked her thru what she needed to do on her end to clear voter from EpollBook.
28235	Dad is calling in behalf of son to gather information on what to do to update address on voter registration. Son went to Harris County polling location to vote and was informed he could not vote in local elections because he was registered to vote in Walker county (where he went to school at during pandemic). Son claims he renewed DL, but kept his Cypress residential address. Is unsure if the DMV changed his voting registration address to Walker County. Transferred to Lisa at VR for support and guidance on following steps.
28236	josh called for directions into nrg i gave him gate 9 blue lot
28237	caller needs to verify if ballot app received - confirmed ball app OK and ballot mailed 11/1/22 return details provided to voter
28238	Caller wanted to track BBM application. \n\nCall complete
28239	caller said that she was reg to vote but when she went online for the sample ballot it told her she want. I gave the call to voters reg \nncall completed

	O	P	Q	R
28222				
28223	Angie Kessler			
28224				
28225	Ellen Puerta			
28226	james davis			
28227	Anna			
28228	michelle krugel			
28229				
28230	cindy parker			
28231				
28232	Teresa Allen			
28233	Keshana Johnson			
28234	April			
28235	Michael Aguilar			
28236	josh banks			
28237	alexis covington			
28238				
28239	chrisin			

	A	B	C	D	E	F	G
28598	1122	199037	11/7/2022 8:21	Voting Locations	3	GEN	Voting Related Issues
28599	1122	199038	11/7/2022 8:22	Status of Ballot	3	GEN	VBM-Ballots
28600	1122	199039	11/7/2022 8:24	Registration Other	3	GEN	Voter Registration
28601	1122	199040	11/7/2022 8:24	Registration Status	3	GEN	Voter Registration
28602	1122	199042	11/7/2022 8:25	Registration Other	3	GEN	Voter Registration
28603	1122	199043	11/7/2022 8:26	Other	3	GEN	Voting Related Issues
28604	1122	199044	11/7/2022 8:27	Registration Status	3	GEN	Voter Registration
28605	1122	199045	11/7/2022 8:28	Status of Ballot	2	GEN	VBM-Ballots
28606	1122	199046	11/7/2022 8:29	Status of Ballot	3	GEN	VBM-Ballots
28607	1122	199047	11/7/2022 8:29	Voting Locations	3	GEN	Voting Related Issues
28608	1122	199048	11/7/2022 8:30	Status of Ballot	3	GEN	VBM-Ballots
28609	1122	199049	11/7/2022 8:30	Call Transferred to Person	3	GEN	Transfer
28610	1122	199050	11/7/2022 8:31	Status of Ballot	2	GEN	VBM-Ballots
28611	1122	199051	11/7/2022 8:33	Sample Ballot	3	GEN	Voting Related Issues
28612	1122	199052	11/7/2022 8:33	Sample Ballot	3	GEN	Voting Related Issues
28613	1122	199053	11/7/2022 8:38	Voting Locations	3	GEN	Voting Related Issues
28614	1122	199054	11/7/2022 8:39	Next Training Date	3	GEN	JC-Training
28615	1122	199055	11/7/2022 8:40	Eligibility to Vote by Mail	2	GEN	VBM-Apps
28616	1122	199056	11/7/2022 8:40	Registration Status	3	GEN	Voter Registration
28617	1122	199057	11/7/2022 8:42	Call Transferred to Department	3	GEN	Transfer
28618	1122	199058	11/7/2022 8:43	Call Transferred to Person	3	GEN	Transfer
28619	1122	199059	11/7/2022 8:43		3	GEN	Locations
28620	1122	199060	11/7/2022 8:45	Letter Received from BBM Department	2	GEN	VBM-General
28621	1122	199061	11/7/2022 8:45	Voting Locations	3	GEN	Voting Related Issues
28622	1122	199062	11/7/2022 8:45	Voting Hours	3	GEN	Voting Related Issues

	H	I	J	K	L	M
28598	General Call Center	Resolved	cc924	Available Available	11/7/2022 8:21	11/7/2022 8:22
28599	General Call Center	Resolved	cc942	Shaniquia Goodman	11/7/2022 8:22	11/7/2022 8:30
28600	Voter Registration	Resolved	cc1027	Available Available	11/7/2022 8:24	11/7/2022 8:25
28601	General Call Center	Resolved	cc104	Walter Winston	11/7/2022 8:24	11/7/2022 8:27
28602	Voter Registration	Resolved	cc903	Priscilla Kirkwood	11/7/2022 8:25	11/7/2022 8:26
28603	Judge Line	Resolved	cc1027	Available Available	11/7/2022 8:26	11/8/2022 5:34
28604	General Call Center	Resolved	cc1044	Available Available	11/7/2022 8:27	11/7/2022 8:35
28605	General Call Center	Escalated	cc954	Jose Cruz	11/7/2022 8:28	11/7/2022 9:14
28606	General Call Center	Resolved	cc1067	Payton Beasley	11/7/2022 8:29	11/7/2022 8:52
28607	General Call Center	Resolved	cc903	Priscilla Kirkwood	11/7/2022 8:29	11/7/2022 8:30
28608	Ballot By Mail	Resolved	cc104	Walter Winston	11/7/2022 8:30	11/7/2022 8:41
28609	General Call Center	Resolved	cc903	Priscilla Kirkwood	11/7/2022 8:30	11/7/2022 8:33
28610	General Call Center	Escalated	cc942	Shaniquia Goodman	11/7/2022 8:31	11/7/2022 9:05
28611	General Call Center	Resolved	cc115	Katherine Rivas	11/7/2022 8:33	11/7/2022 8:34
28612	General Call Center	Resolved	cc903	Priscilla Kirkwood	11/7/2022 8:33	11/7/2022 8:35
28613	General Call Center	Resolved	cc903	Priscilla Kirkwood	11/7/2022 8:38	11/7/2022 8:38
28614	General Call Center	Resolved	cc1034	Available Available	11/7/2022 8:39	11/7/2022 8:59
28615	Ballot By Mail	Escalated	cc903	Priscilla Kirkwood	11/7/2022 8:40	11/7/2022 8:56
28616	General Call Center	Resolved	cc1044	Available Available	11/7/2022 8:40	11/7/2022 8:41
28617	General Call Center	Resolved	cc104	Walter Winston	11/7/2022 8:42	11/7/2022 8:44
28618	Voter Registration	Resolved	cc1044	Available Available	11/7/2022 8:43	11/7/2022 8:44
28619	General Call Center	Resolved	cc115	Katherine Rivas	11/7/2022 8:43	11/7/2022 8:44
28620	General Call Center	Escalated	cc104	Walter Winston	11/7/2022 8:45	11/7/2022 9:05
28621	General Call Center	Resolved	cc1027	Available Available	11/7/2022 8:45	11/7/2022 8:48
28622	General Call Center	Resolved	cc1044	Available Available	11/7/2022 8:45	11/7/2022 8:49

	N
28598	Caller wanted to make sure the school close to them is set up for voting tomorrow.
28599	Caller say her BBM was mailed to the wrong address. Caller provided a Chantilly, VA address and states the ballot was sent to her Harris County address. Transferred to BBM, Laurie reluctantly took the call.
28600	Caller needed assistance with updating VR. Transferred to VR for assistance
28601	Ms. Kirshner wanted to know if she could vote ED because her VR card valid Nov 1st. Explained as long as it is valid before or on ED, she can vote. She understood.
28602	Evelyn wants her VR card , never gotten one, transferred to VR, Shametriase took the call.
28603	Kerry Diginagrancia voted during EV at a church off dairy ashford and westheimer. She does not remember the name or address of the EV location. She stated that the poll worker at the location assisted her with voting. She states poll worker gave her a paper ballot that had on 4 candidates on it, poll worker put paper ballot into voting machine, then Mr. Diginagrancia pushed a button on the voting machine and her voting was complete. Then Ms. Diginagrancia states the poll worker told her since she voted today during EV, she can not vote on ED. \nVoter's VR #: 1173504561\nVoter's Address: 18839 Sandelford Drive \nKaty, TX 77449 -- CC204 11/8/2022 5:34 AM
28604	transferred to Kim in VR
28605	Caller wanted to fix her ballot mistake, goes online to fix it but shows no records found. Tried to transfer call to BBM department but no pick up. She would like a call back from them.\n\nCall completed.
28606	caller said they got a call from someone in the ballet by mail department. i gave the call to the ballet by mail depart \ncall completed
28607	Caller asked if polls open today and informed her no, ED is tomorrow.
28608	Female caller had questions re: receiving her VBM who had just returned her VBM app 10?31/22. Explained she would not get a VBM for Nov 8th because the deadline Oct 28th. She understood but was upset that she would have to vote in person.
28609	Needed Spanish translator, transferred to Christian.
28610	Caller BBM was rejected due to identification information not being provided on carrier envelope. Caller says she was told she can provided the information over the phone. Advised caller she has to complete a corrective form in person. Caller requested to speak with someone in BBM. Caller says she doesn't have a cell phone or email. Caller provided home phone number.
28611	caller needed help getting her ballot sample on line
28612	Caller trying to search his sample ballot, and it told him no records found and informed him to enter his last and first name and it worked.
28613	Caller wanted to know if she can vote anywhere in HC on ED and informed her yes she can.
28614	DG - Caller looking training class. advise caller to go harrisvotes.com to register for training class.
28615	Kathy wants to know if she can vote by mail , she just had a death in the family yesterday and has to leave town and asked if she can VBM in this situation , transferred to BBM, waited for BBM to answer, and will be out of of the county due to a death in family tomorrow and wanted to speak to BBM to see if she was eligible for a late mail in ballot, Escalated for BBM to contact her, Contact: 281-467-4111
28616	Sgt Brown with HPD calling to see if office was open.
28617	Mr. Wms concerned re: ED setup because his location is closing early. Transferred to Kashlyn w/ ED recruitment for assistance.
28618	transferred to Shatavia to discuss misspelled name on VR card.
28619	caller needed polling location for baytown
28620	Mr. Ramirez called upset because he received a VBM correction letter for no TDL/last 4 of SSN. He stated he can not come in due to his disability & wants to know how can he correct it. Gave # & attempted to transfer to VBM dept for answers, but no one ever answered. Suggested emailing caller's concern to them & he
28621	Assisted voter with nearest ED polling locations and hours
28622	9614 Maribelle prescient to vote for tomorrow.

	O	P	Q	R
28598				
28599	Robert Burley			
28600				
28601	Gayla Kirshner			
28602	Evelyn			
28603	Kerry Diginagracia			
28604	Marina Rivas			
28605	ms champagne			
28606				
28607				
28608	HC			
28609				
28610	Carol Cannell			
28611	Yarbrough			
28612				
28613				
28614	Maria Lagunes			
28615	Kathy			
28616	Toshara Brown			
28617	Herman Williams			
28618	Zachary Ebner			
28619	cherly			
28620	Robert Ramirez			
28621				
28622	Michael Monteverde			

	A	B	C	D	E	F	G
31781	1122	203634	12/9/2022 14:45	Status of Ballot	3	GEN	VBM-Ballots
31782	1122	203635	12/9/2022 14:48	Rare or Miscellaneous Issue	3	GEN	Other
31783	1122	203637	12/9/2022 15:41	Registration Other	3	GEN	Voter Registration
31784	1122	203638	12/9/2022 16:03	Call Transferred to Department	3	GEN	Transfer
31785	1122	203639	12/9/2022 16:06	Dates Working	3	GEN	JC-Employment
31786	1122	203640	12/9/2022 16:29	Other	3	GEN	VBM-General
31787	1122	203641	12/12/2022 8:20	Rare or Miscellaneous Issue	3	GEN	Other
31788	1122	203642	12/12/2022 8:27	Call Transferred to Department	3	GEN	Transfer
31789	1122	203643	12/12/2022 8:29	Call Transferred to Department	3	GEN	Transfer
31790	1122	203644	12/12/2022 8:56	Rare or Miscellaneous Issue	3	GEN	Other
31791	1122	203645	12/12/2022 8:57	Registration Other	3	GEN	Voter Registration
31792	1122	203646	12/12/2022 9:28	Call Transferred to Department	3	GEN	Transfer
31793	1122	203647	12/12/2022 9:35	Payment Issue	3	GEN	JC-Employment
31794	1122	203648	12/12/2022 9:45	Call Transferred to Department	3	GEN	Transfer
31795	1122	203649	12/12/2022 9:50	Payment Issue	3	GEN	JC-Employment
31796	1122	203650	12/12/2022 10:42	Other	3	GEN	VBM-General
31797	1122	203651	12/12/2022 10:47	Registration Other	3	GEN	Voter Registration
31798	1122	203652	12/12/2022 10:53	Call Transferred to Department	3	GEN	Transfer
31799	1122	203653	12/12/2022 11:13	Call Transferred to Department	3	GEN	Transfer
31800	1122	203654	12/12/2022 11:18	Payment Issue	3	GEN	JC-Employment
31801	1122	203655	12/12/2022 11:38	Call Transferred to Person	3	GEN	Transfer
31802	1122	203656	12/12/2022 11:58	Registration Other	3	GEN	Voter Registration
31803	1122	203657	12/12/2022 12:07	Registration Other	3	GEN	Voter Registration
31804	1122	203658	12/12/2022 12:30	Payment Issue	3	GEN	JC-Employment



	H	I	J	K	L	M
31781	General Call Center	Resolved	cc942	Shaniquia Goodman	12/9/2022 14:45	12/9/2022 14:53
31782	General Call Center	Resolved	cc001	Erica Berman	12/9/2022 14:48	12/9/2022 14:51
31783	Voter Registration	Resolved	NULL	NULL	12/9/2022 15:41	12/9/2022 15:45
31784	Judge Line	Resolved	NULL	NULL	12/9/2022 16:03	12/9/2022 16:04
31785	Judge Line	Resolved	cc114	Doan Tran	12/9/2022 16:06	12/9/2022 16:07
31786	Ballot By Mail	Resolved	cc1027	Available Available	12/9/2022 16:29	12/9/2022 16:30
31787	General Call Center	Resolved	cc954	Jose Cruz	12/12/2022 8:20	12/12/2022 8:21
31788	Judge Line	Resolved	cc903	Priscilla Kirkwood	12/12/2022 8:27	12/12/2022 8:29
31789	Judge Line	Resolved	cc903	Priscilla Kirkwood	12/12/2022 8:29	12/12/2022 8:29
31790	General Call Center	Resolved	cc954	Jose Cruz	12/12/2022 8:56	12/12/2022 8:58
31791	General Call Center	Resolved	cc1067	Payton Beasley	12/12/2022 8:57	12/12/2022 8:58
31792	Judge Line	Resolved	cc903	Priscilla Kirkwood	12/12/2022 9:28	12/12/2022 9:30
31793	General Call Center	Resolved	cc104	Walter Winston	12/12/2022 9:35	12/12/2022 9:37
31794	General Call Center	Resolved	cc942	Shaniquia Goodman	12/12/2022 9:45	12/12/2022 9:53
31795	General Call Center	Resolved	cc1067	Payton Beasley	12/12/2022 9:50	12/12/2022 9:50
31796	Ballot By Mail	Resolved	cc903	Priscilla Kirkwood	12/12/2022 10:42	12/12/2022 10:44
31797	General Call Center	Resolved	cc954	Jose Cruz	12/12/2022 10:47	12/12/2022 10:49
31798	Judge Line	Resolved	cc903	Priscilla Kirkwood	12/12/2022 10:53	12/12/2022 10:57
31799	Judge Line	Resolved	cc903	Priscilla Kirkwood	12/12/2022 11:13	12/12/2022 11:16
31800	Judge Line	Resolved	cc114	Doan Tran	12/12/2022 11:18	12/12/2022 11:19
31801	General Call Center	Resolved	cc1027	Available Available	12/12/2022 11:38	12/12/2022 11:40
31802	General Call Center	Resolved	cc942	Shaniquia Goodman	12/12/2022 11:58	12/12/2022 12:01
31803	Voter Registration	Resolved	cc903	Priscilla Kirkwood	12/12/2022 12:07	12/12/2022 12:09
31804	General Call Center	Resolved	cc104	Walter Winston	12/12/2022 12:30	12/12/2022 12:32

	N
31781	Caller received a rejection letter and wanted to know why. Per VEMAC voter did not include ID information. Advised caller he can give EAD a caller if he has questions when completing BBM application and BBM carrier envelope.
31782	Caller stated his mother was receiving some texts messages from our office number. And he wanted to let us know but he said he would disregard them.
31783	Alma wanted to see if she can get some paperwork about her registration status for immigration , transferred to VR, Rysheka took the call.
31784	Priscilla wants to speak to payroll about ED pay, transferred to 1617. opt 3, Melissa took the call.
31785	Caller return the call from judge coordinator. Transferred to Ms. Stephanie Baugh for assistance.
31786	Caller had questions regarding voting by mail. Transferred her to VBM depart
31787	Bertha called checking if the lines were working.\n\nCall completed.
31788	Carolyn asking to speak to somebody about being paid for training hours because she stated she was told by A1 that her training hours was not received , transferred to payroll 1617, Opt. 3, Melissa took the call.
31789	Vida asking to speak to payroll, transferred to 1617, opt. 3, Melissa took the call.
31790	Danny from the Weekly Center wanted to get ahold of Benjamin Banner, informed caller that he is out of office until tomorrow. Offered to send an email from our end but she said she will call back some other time.\n\nCall completed.
31791	caller wanted to know how long it took for his voters reg car to come in. I let him know that it would take up to 30 days. \nCall Completed
31792	Caller was a PJ for ED about his workers that worked with him on ED about their hours , transferred to 1617, Opt. 3.
31793	Ms. Johnson has not been paid for ED training. Gave # to judges line pay #3. She will call herself.
31794	Caller states she received a rejection letter concerning her ballot for November 8th election. Transferred to BBM for further assistance. Desire took the call.
31795	caller wanted to speak to the payroll department , i transferred to the payroll department \nncall completed
31796	Caller is calling about her dad receiving a mail in ballot and he has been deceased since 2020 and I informed her then I can transfer her to VR to cancel her parents registration and she said she been did that and received a mail in ballot for her dad who is deceased and she continued to say that's voter fraud and she is thinking about calling the Texas General office to investigate, she wants to speak to BBM, transferred to BBM, Desire took the call.
31797	Caller wanted to see if she can get her daughter registered to vote. Informed them that they would go to a tax office and ask for a Voter Registration application and fill it out and turn it in right there, provided them with the address and what to ask for. \n\nCall completed.
31798	Charlene wanted to speak to someone about her training pay and called 1617, Opt. 3 and Charlene disconnected the call while I was transferring to Kathy and she informed me that everyone should be paid out by the end of the month including training pay.
31799	Terry was a PJ for ED and is calling on behalf of a worker who worked with her on ED about her training hours and she said A1 informed her that she can contact Harris County to make sure their hours was sent over to them and she wants to check that the workers hours was sent over to A1, transferred to 1617, Opt. 3 Kathy took the call.
31800	Ms. Linda Estis wanted to speak to anyone in payroll department. Transferred to payroll line for assistance.
31801	Mr. Randy Lee attempting to reach Ms. Maggie Aguilar. Ms. Aguilar was not available. Mr. Lee opted to leave her a VM. I transferred Mr. Lee to Ms. Aguilar's ext. so he may leave her a VM.
31802	Caller is a VDVR and says she never used any of the applications or supplies she received, and she doesn't plan to register as a VDVR again. Caller wanted to know what to do with the supplies she has. Per Billy (VR) she could drop them off at any branch location.
31803	Caller is a VDVR and said his VDVR registration expires at the end of this month and wants to know if he does need to take the training again, transferred to Billy successfully.
31804	Mr. Ramos checking on grandson's ED pay. Gave judges line option 3. He will call.

	O	P	Q	R
31781	Francisco Almanza			
31782	Kerley Carol			
31783	Alma Perez - Zaragoza			
31784	Priscilla Love			
31785				
31786				
31787				
31788	Carolyn Tanner			
31789	Vida Gamble			
31790	Danny			
31791				
31792				
31793	Carolyn Johnson			
31794	Evelyn Arnold			
31795				
31796				
31797				
31798	Charlene Poole			
31799	Terry Jones			
31800				
31801				
31802	Jehan Lanous			
31803				
31804	Mr. Ramos			